SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CALCULATING MACHINE OPERATOR (KEY DRIVE) CODE: 1602

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates a key drive calculating machine to calculate and verify extensions, footings and other computations; and performs related duties as required.

Requires responsibility for: following established methods and procedures in calculating and verifying computations; preparing and checking important and detailed operational and financial records and reports. Nature of work requires continuous close attention for accurate results and some dexterity in the use of fingers in the operation of office equipment.

EXAMPLES OF DUTIES:

1. Posts daily passenger records; checks and balances all postings that are made to statements and reports; compiles daily revenue from individual fare boxes; calculates transfers and total passengers by percentage.

2. Posts daily timecards by rates and class and balances daily; cross-totals individual hours and converts same to semi-monthly gross earnings; prepares work sheets consisting of report of daily earnings and miscellaneous revenue and non-revenue accounts; makes all symbol changes on time cards and compiles related reports.

3. Checks invoices on all city department purchases; checks extensions and additions on invoices; checks invoices for discount, sales tax and use tax; checks all receiving tags against invoice; checks material received reports for authorized signatures; runs totals on invoices for final payment; compiles sales and use tax reports; takes total of encumbrances, expenditures and any earned and unearned discounts and makes recapitulation monthly; writes warrant numbers on material received reports after verifying totals; adds warrants to verify total expenditures; maintains files of purchase orders, material received reports and other miscellaneous records.

4. Checks and verifies computations on annual budget appropriation, audits and proof reads same; verifies monthly budget statistics with appropriation ledger; compiles monthly journal ledger control and employee sick leave reports.

5. Posts and verifies bills, orders and change orders for juvenile court wards; prepares requests for warrants and monthly claims for state subvention for wards of juvenile court; posts, checks and verifies health service medical and prescription bills.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by completion of a full course in calculating machine operation and one year of operating experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: all operating phases of key drive calculating machines; posting and verifying purchase orders, invoices, payroll, cost records, storekeeping and similar documents; office and clerical procedures.

CLASS TITLE: CALCULATING MACHINE OPERATOR (KEY DRIVE)
(CONTINUED) CODE: 1602

Requires ability to: make arithmetical calculations, such as addition, subtraction, multiplication, divisional, ratio, interest and discount, and to use and calculate fractions and decimals; do accurate filing, posting and other routine clerical work.

PROMOTIVE LINES:

To: Senior Clerk
Account Clerk

From: Original entrance examination

AMENDED: 6/13/63

CLASS TITLE: UTILITY BILLING CLERK CODE: 1610

CHARACTERISTICS OF THE CLASS:

Under supervision, and subject to verification by others, computes electric, gas and steam energy consumption bills for all city departments, using established applicable rate schedules; and performs related duties as required.

Requires responsibility for: carrying out existing methods and procedures pertaining to the computation of electric, gas and steam energy consumption bills; achieving economies and/or preventing minor losses through efficient and accurate computing of electric, gas and steam bills; making routine contacts with other employees and city departments regarding electric rates and billing details; preparing regular electric, gas and steam consumption bills and maintaining related records.

EXAMPLES OF DUTIES:

1. Computes and verifies bills for resale electrical energy, gas and steam; types itemized bills for various services; maintains related resale records.
2. Prepares billing tabulations for computation of individual service consumptions; enters amounts for each individual account; computes individual discounts and enters on sheets.
3. Types detailed special electric bills and miscellaneous memoranda forms, notes, and correspondence; maintains related card files of all services showing meter numbering, service order number, applicable rate schedule and constant loads.
4. Assists in checking similar work performed by other employees; performs related miscellaneous clerical typing and filing duties as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by commercial and business courses, and at least two years of experience in the application of specialized clerical procedures to the specific field of utility billing in a large public or private establishment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires broad working knowledge of commercial division operations and specifically those applicable to consumer billing and accounting procedures.

Requires skill and ability to compute and prepare individual consumer bills speedily and accurately.

PROMOTIVE LINES:

To: Senior Utility Billing Clerk

From: Clerk-Typist
Utility Billing Machine Operator

CLASS TITLE: SENIOR UTILITY BILLING CLERK CODE: 1612

CHARACTERISTICS OF THE CLASS:

Under general supervision, directs and participates in computing utility bills for all city departments, using established applicable rate schedules for electric, gas and steam energy consumption; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing methods and procedures pertaining to the computation of electric, gas and steam energy consumption bills; achieving moderate economies and/or preventing moderate losses through efficient and accurate direction and participation in billing computations; making responsible contacts with other employees and city departments regarding rates and billing details; preparing, checking and reviewing accuracy of electric, gas and steam consumption bills and maintaining related records.

EXAMPLES OF DUTIES:

1. Directs and checks the work of several utility billing clerks and personally participates in the more difficult billing computation operations in connection with the monthly billing of gas, electric and steam consumption to all city departments.
2. Processes and checks electric bills; totals and balances monthly electric billing work chart; makes interdepartmental adjustments, as necessary.
3. Checks street lighting monthly electrical energy billing; processes adjustments on hetch hetchy street lighting monthly bill.
4. Compiles, balances, types and checks monthly gas and electric statements and mails to various departments and to controller.
5. Checks all departmental appropriations for utilities each month to determine balances or shortages of available funds; pulls and holds bills until sufficient funds are made available; notifies concerned departments accordingly; posts, checks and balances gas and electric monthly bills to book ledger and card ledgers.
6. Maintains various records of monthly consumption and accumulated totals by individual departments and services; compiles related periodic and annual reports; compiles similar information for preliminary budget estimates.
7. Performs other related computing, checking, clerical, typing and filing duties in connection with above billing operations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school, including or supplemented by commercial and business courses, and at least three years of experience in the application of utility rates and related clerical procedures, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough working knowledge of commercial division operations and specifically those applicable to consumer billing and accounting procedures.

Requires considerable skill and ability to: compute and prepare individual consumer bills speedily and accurately; direct, check and supervise the work of several employees performing similar duties.

PROMOTIVE LINES:

To: Closing Accounts Biller
Billing Pre-Auditor

From: Utility Billing Machine Operator
Utility Billing Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: BILLING AUDITOR CODE: 1620

CHARACTERISTICS OF THE CLASS:

Under general supervision, audits entries in meter-read books prior to billing in order to detect discrepancies; post-audits billing registers and customer bills; orders field investigations when necessary and authorizes adjustments in billing to assure equitable charges; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies, rules, regulations, methods and procedures; making regular contacts with employees, persons in other departments, consumers and consumer representatives for the purpose of furnishing or obtaining information or explaining specific billing matters; reviewing and checking important and detailed operational and financial records pertaining to consumer water services.

EXAMPLES OF DUTIES:

1. Pre-audits meter-read books and post-audits consumer water billings to detect discrepancies; on basis of findings, orders meters out of service because of apparent defective or faulty operation; recognizes meters that apparently are slowing down and issues necessary change orders.

2. Averages and estimates consumer bills in cases when meters are found defective or in faulty operation; pro-rates consumer bills on the basis of past histories, water usage, comparisons of performance, or newly installed meters to assure equitable charges.

3. In questionable cases when determinations cannot be made from pre-auditing of meter field books, authorizes check readings to be made in the field; issues inspection orders in exceptional cases when unusual or abnormal water uses are indicated; subsequently reviews and analyzes field inspection reports to assure proper charges and billing to consumers concerned.

4. On basis of all audits, inspections and analyses, exercises independent judgment in making final decisions to assure charges that are fair and equitable to consumers as well as to the department; determines which bills warrant co-rection; determines necessity for and notates meter field sheets so that the proper alternate computer billing sub-routine will be used as necessary; segregates various incorrections and special bills; audits and rechecks each such account; operates utility billing machine in preparing closing bills; enters charges to consumer accounts receivable ledger.

5. Computes and prepares the necessary billing data for closed, unusual or special billing; prepares daily audit sheets of changes produced by above billing for transmittal to computer center for update procedures of Master Tape Files.

6. Initiates correspondence to consumers explaining abnormally large water bills or other discrepancies as situations may require; keeps statistical records of meter readers' activities and performs other related clerical, auditing and bookkeeping duties.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by commercial and business subjects, and at least five years of experience in various phases of consumer services such as meter reading, billing machine operation and clerical accounting duties in a large public or private utility or business establishment; or an equivalent combination of training and experience.

CLASS TITLE: BILLING AUDITOR
(Continued) CODE: 1620

Knowledge, Abilities and Skills: Requires thorough knowledge of: department rules and regulations, billing procedures and related rate structures.

Requires ability to: learn to operate billing machines; exercise continuous close mental and visual attention to detailed consumer account auditing procedures, involving periods of sustained, intensive concentration to insure accurate observations and results.

PROMOTIVE LINES:

To: 1478 Senior Water Services Clerk

From: 1466 Meter Reader
1630 Account Clerk

AMENDED: 10/27/66

CLASS TITLE: JUNIOR ACCOUNT CLERK CODE: 1626

CHARACTERISTICS OF THE CLASS:

Under supervision, posts, summarizes and checks routine financial records to balance with control accounts; and performs related duties as required.

Requires responsibility for following established financial record keeping methods and procedures; preparing and maintaining routine records of statistical and financial data; making limited contacts with the general public to furnish information regarding services or charges for services rendered.

EXAMPLES OF DUTIES:

1. Processes daily station reports received from collection stations; proves bills, proves total amount from each station and compiles total from all stations; prepares monthly totals of receipts from all stations and prepares monthly recapitulation report; prepares annual recapitulation of individual and combined station collections.

2. Verifies negotiability of remittance and issuance of proper remittances for respective accounts; inspects individual accounts receivable ledgers, ledger cards, and mails reminder notices on overdue accounts; receives telephone calls from consumers, explains debit and credit items on individual account cards, billing dates, payments received, service charges, rates and other pertinent data; sequences consumer bills in proper numerical order, carries forward unpaid balances and credits from individual consumer accounts receivable ledgers to new bills, balances individual consumer accounts receivable ledger cards.

3. Verifies cash register readings against register tapes as presented by lessees operating concessions; audits figures presented by such concerns as to correctness of additions and footings.

MINIMUM QUALIVICATIONS:

Training and Experience: Requires completion of high school with courses in elementary bookkeeping; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: elementary bookkeeping principles and practices; general clerical and office methods and procedures.

Requires ability to: make routine arithmetical computations: deal courteously, effectively and tactfully with other employees; rapidly learn the operation of calculating or adding machines and related office equipment; ability to do simple typing.

PROMOTIVE LINES:

To: Account Clerk

From: Original entrance examination

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: ACCOUNT CLERK

JOB CODE: 1630
BUSINESS UNIT: COMMN
SFUSD, SFCCD, MTA

Under general supervision, performs routine bookkeeping and financial record keeping operations within complex accounting systems. Incumbents post, adjust and balance entries to ledgers; verify the correctness of accounting documents; respond to inquiries and provide financial information; organize and file source documents; perform operations involving automated accounting systems and spreadsheet programs and perform related duties as required.

Distinguishing Features:

This is the journey-level position in the Account Clerk series. It is distinguished from the 1632 Senior Account Clerk in that it has no supervisory responsibilities, and incumbents perform work which is less complex and analytical than that performed by incumbents in the 1632.

Supervision Exercised:

None

Examples of Important and Essential Duties:

"This class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 109)

1. Performs routine bookkeeping and financial record-keeping operations within complex accounting systems in order to ensure accurate balances and available budgeted funds.
2. Posts, adjusts and balances entries to subsidiary ledgers by searching out details and resolving numerical imbalances.
3. Verifies correctness of accounting documents by comparing postings to source documents and checking calculations for accuracy.
4. Responds to inquiries from other units, departments or the general public by extracting information and providing summaries to callers or in person.
5. Organizes and files source documents such as invoices, purchase orders, payment vouchers and other related documents according to accepted practice and in order to locate them readily in the event of the need for research at a later date.
6. Performs tasks in software related to accounting, including databases, automated accounting systems, spreadsheets and word processing.
7. Assists in the maintenance of cost control records.
8. Reports available budget balances and expenditures by uniform account classifications.
9. Assists in reconciling and summarizing accounts.
10. Performs mathematical calculations such as addition, subtraction, multiplication and division in order to arrive at correct balances when working on financial and accounting matters such as cost records, deposits, expenditures, allocations, taxes and penalties.
11. Prepares statements, orders, receipts and related forms as required.
12. Inputs simple accounting documents for processing vendor payments.

Job Related and Essential Qualifications:

Knowledge of: financial record keeping and elementary accounting methods such as posting, adjusting, balancing, reconciling and single-entry bookkeeping; office clerical procedures such as filing, coding, indexing and proofreading accounting documentation; and elementary mathematics.

Ability to: perform accurate mathematical calculations; establish effective working relationships with departmental and non-departmental staff; apply accounting principles to a complex accounting system; navigate through and perform tasks in the various computer software (accounting systems, tax programs, spreadsheets, word

processing and database systems) required for financial transactions; and communicate effectively both orally and in writing.

Experience and Training Guidelines:

Experience:

1) Six (6) months of bookkeeping or financial record keeping experience. Such experience typically includes posting, adjusting and balancing entries to ledgers; verifying correctness of financial documents; maintaining expenditure records; and reconciling subsidiary accounts; AND
2) The ability and willingness to use a computer and to learn to use assigned software.

Substitution:

Successful completion of college coursework from an accredited college or university in accounting may be substituted for experience at the rate of one semester unit or equivalent quarter units for each month of experience.

Effective Date: 1/12/61

Amended Date: 7/23/99; 12/13/02

Reason for Amendment:

To accurately reflect the current task, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

DEPARTMENT OF
HUMAN
RESOURCES
CITY & COUNTY OF SAN FRANCISCO
Andrea R. Gourdine, Human Resources Director

NOTICE OF FINAL ACTION TAKEN BY THE HUMAN RESOURCES DIRECTOR

Date: December 18, 2002

Re: **Notice of Proposed Classification Actions - N013-02/03 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective December 13, 2002 with the exception of Item No. 543-02/03. This item will become final at a later date.

Andrea R. Gourdine
Human Resources Director

by: Marsha Stroope
Marsha Stroope
Deputy Director, Merit System Services

cc: All Employee Organizations
Citywide distribution
Kate Favetti, CSC
Harvey Rose, Budget Analyst
Janet Bosnich, ERD
Donna Marchuk, ERD
Janet Rogers, ERD
Geoff Rothman, ERD
Carmela Villasica, ERD
Vernon Nulph, DHR
Linda Cosico, DHR
MSS Team Leaders
DHR Support Services
File

44 Gough Street, San Francisco, CA 94103-1233

NOTICE OF PROPOSED CLASSIFICATION ACTIONS
BY THE HUMAN RESOURCES DIRECTOR

Notice No.: N013-02/0
Posting Date: 12/06/02

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

ITEM # **AMEND THE FOLLOWING JOB SPECIFICATION:**
(Draft job specification attached.)

543-02/03 1844 Senior Management Assistant

For additional information regarding the preceding proposed action, please contact Karen Taylor, 557-4872.

ITEM # **AMEND THE FOLLOWING JOB SPECIFICATIONS:**
(Draft job specifications attached.)

544-02/03 1630 Account Clerk

545-02/03 1632 Senior Account Clerk

For additional information regarding the preceding proposed actions, please contact Elaine Lee, 557-4934.

Requests to meet on an item should be addressed to the Human Resources Director, 44 Gough Street, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. **FAX'd copies will be accepted as timely with original to follow.**

Copies of this notice may be obtained from the Information Center, 1st floor, 44 Gough Street.

cc: All Employee Organizations
Citywide distribution
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CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR ACCOUNT CLERK

JOB CODE: 1632
BUSINESS UNIT: COMMN
SFUSD, SFCCD, MTA

DEFINITION:
Under general supervision, performs difficult bookkeeping and financial record keeping operations within complex accounting systems and may direct the work of a small clerical staff. Incumbents interpret, enforce and carry out existing policies and procedures relative to financial record keeping activities; make regular contacts with other departmental personnel and the general public in connection with bookkeeping and financial operations; prepare and maintain a variety of complex financial and bookkeeping records and reports; post, adjust and balance entries to ledgers; verify the correctness of accounting documents; respond to inquiries and provide financial information; organize and file source documents; perform operations involving automated accounting systems and spreadsheet programs and perform related duties as required.

DISTINGUISHING FEATURES:
This is the senior-level position in the Account Clerk series. It is distinguished from the 1630 Account Clerk in that it may have lead-worker responsibilities, and incumbents perform work that is more complex and analytical than that performed by incumbents in the 1630.

SUPERVISION EXERCISED:
May coordinate the work of a small clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
"This class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 109)

1. Performs difficult bookkeeping and financial record-keeping operations within complex accounting systems in order to ensure accurate balances and available budgeted funds.
2. Posts, adjusts and balances entries to subsidiary ledgers by searching out details and reconciling account discrepancies.
3. Verifies correctness of accounting documents by comparing postings to source documents and checking calculations for accuracy.
4. Responds to inquiries and provides financial information to other units, individuals and the general public regarding the status of accounts, payments, issuance of checks and availability of balances by extracting information from documents and answering questions.
5. Organizes and files source documents according to accepted practice.
6. Performs tasks in software related to accounting, including databases, automated accounting systems, spreadsheets and word processing.
7. Calculates encumbered balances of blanket purchase orders and contract orders to ensure that funds are available for payment.
8. Identifies discrepancies between departmental records and the City's accounting system.
9. Assists in the compilation of financial data for accounting and financial purposes.
10. Prepares accounting documents including requisitions for purchase orders, journal entries, encumbrances and payment documents.
11. Performs mathematical calculations such as addition, subtraction, multiplication and division in order to arrive at correct balances when working on financial and accounting matters such as cost records, deposits, expenditures, allocations, taxes and penalties.
12. Reconciles bank statements and revolving fund balances.

13. Prepares basic financial schedules and reports using spreadsheet programs such as Lotus, Excel and QuattroPro.
14. May direct the work of a small clerical staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: financial record keeping and elementary accounting methods such as posting, adjusting, balancing, reconciling and single-entry bookkeeping; office clerical procedures such as filing, coding, indexing and proofreading accounting documentation; and elementary mathematics.

Ability to: analyze financial record keeping problems and suggest corrective actions; prepare and analyze financial reports; coordinate and inspect the work of a small clerical unit; perform accurate mathematical calculations; establish effective working relationships with departmental and non-departmental staff; apply accounting principles to a complex accounting system; navigate through and perform tasks in the various computer software (accounting systems, tax programs, spreadsheets, word processing and database systems) required for financial transactions; and communicate effectively both orally and in writing.

EXPERIENCE AND TRAINING GUIDELINES:

Experience:

1) Eighteen (18) months of bookkeeping and/or financial record keeping experience. Such experience typically includes posting, adjusting and balancing entries to ledgers; verifying correctness of financial documents; maintaining expenditure records; and reconciling accounts; AND
2) The ability and willingness to use a computer and to learn to use assigned software.

Substitution:

Successful completion of college coursework from an accredited college or university in accounting may be substituted for up to six (6) months of the required experience at the rate of one semester unit or equivalent quarter units for each month of experience.

EFFECTIVE DATE: 4/29/68

AMENDED DATE: 7/23/99; 12/13/02

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

DEPARTMENT OF
HUMAN RESOURCES
CITY & COUNTY OF SAN FRANCISCO
Andrea R. Gourdine, Human Resources Director

NOTICE OF FINAL ACTION TAKEN BY THE HUMAN RESOURCES DIRECTOR

Date: December 18, 2002

Re: **Notice of Proposed Classification Actions - N013-02/03 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective December 13, 2002 with the exception of Item No. 543-02/03. This item will become final at a later date.

Andrea R. Gourdine
Human Resources Director

by: Marsha Stroope
Marsha Stroope
Deputy Director, Merit System Services

cc: All Employee Organizations
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44 Gough Street, San Francisco, CA 94103-1233

NOTICE OF PROPOSED CLASSIFICATION ACTIONS
BY THE HUMAN RESOURCES DIRECTOR

Notice No.: N013-02/(
Posting Date: 12/06/02

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

ITEM # **AMEND THE FOLLOWING JOB SPECIFICATION:**
(Draft job specification attached.)

543-02/03 1844 Senior Management Assistant

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ITEM # **AMEND THE FOLLOWING JOB SPECIFICATIONS:**
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544-02/03 1630 Account Clerk

545-02/03 1632 Senior Account Clerk

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City and County of San Francisco
Department of Human Resources

1634 Principal Account Clerk

Definition:
Under direction, the Principal Account Clerk is responsible for supervising the activities of staff engaged in various bookkeeping and financial record-keeping activities; interpreting, enforcing and carrying out existing policies, regulations and procedures relating to bookkeeping and financial activities; making regular contacts with other departmental personnel, the general public and outside organizations in connection with bookkeeping and financial operations; preparing and reviewing a variety of complex financial documents and records.

Distinguishing Features:
The Principal Account Clerk is the advanced level in the Account Clerk series. Positions at this level are distinguished from those at the lower levels in the complexity of work performed. Positions at this level perform the more complex and specialized duties in a highly independent manner.

Supervision Exercised:
Directs/supervises the activities of clerical staff.

Examples of Important and Essential Duties:
According to Civil Service Commission Rule 9, the duties described below are representative of the range of duties assigned to their job (Class) and are not intended to be an inclusive list.

1. Supervises, instructs, plans, assigns, coordinates, monitors and reviews work of subordinate and office personnel in an accounting unit including such functions as controlling applications, statements, worksheets; balances direct and voucher payments; processes statistical reports, reconciliations, distributions, encumbrances and payments; and posts daily deposits, collection reports and journal vouchers.

2. Monitors and verifies the subordinate workers' routine processing of the accounting unit functions; approves the correctness of financial transaction procedures; installs new methods and procedures; compiles and verifies the accuracy of payrolls and other types of financial transactions in connection with categorical aid programs.

3. Evaluates performance of subordinate personnel as required.

4. Handles all complicated and difficult accounting and financial record-keeping of the unit and/or provides direction to subordinates; receives and reviews time rolls to assure conformance with time-keeping procedures; checks for and makes adjustments relating to employees serving on jury duty; maintains records of payroll deduction for balancing purposes at the close of payroll periods; and makes recapitulation of major departmental payrolls.

5. Composes and edits routine correspondence, reports, memoranda and letters to members of the staff, other organizations and the public.

6. Responds to inquiries in person or on the phone to members of the staff, other organizations and the public regarding bookkeeping and financial operations.

7. Assists in the coordination of the flow of all work from and to electronic data processing operations.

Job related and Essential Qualifications:

Knowledge of: basic accounting methods and principles in accordance with laws, regulations, and ordinances related to bookkeeping operations; and office equipment, methods and principles as applied to bookkeeping operations.

Ability to: supervise and review the work of subordinate employees engaged in financial record-keeping activities; prioritize work in order to optimize staff and resources; perform basic arithmetical processes; communicate clearly and effectively orally and in writing; analyze problems and possible causes to make recommendations; establish and maintain effective working relations with staff; use a 10-key adding machine by touch; and operate computerized accounting and spreadsheet software programs at a proficient level.

Experience and Training Guidelines:

Experience:
Two (2) years of verifiable experience (or equivalent to City job code 1632) in a position supervising and directing bookkeeping and/or financial record-keeping functions. Experience must have been gained within the last five (5) years: AND

Ability to use personal computer based applications and 10-key adding machine by touch.

Substitution: successful completion of college coursework from an accredited college or university in accounting may be substituted for experience at the rate of one semester unit or equivalent quarter units for each month of experience up to six (6) months.

Amended: 1/12/61

Amended: 10/8/99

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HEALTH CARE BILLING CLERK I CODE: 1635

CHARACTERISTICS OF THE CLASS:

Under supervision, processes medical claims to third-party payors other than MediCare of MediCal for services provided to patients by the Department of Public Health Services of the City and County of San Francisco and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished by the types of medical claims that are processed. Examples of such claims are as follows: insurance companies, Workmen's Compensation, Crippled Children's Services, out-of-state carriers, pre-paid health plans, State Disability Insurance. The classification is responsible for processing all types of claims except for MediCare and MediCal claims, which are processed by the Health Care Billing Clerk II classification.

EXEMPLES OF DUTIES:

1. Processes bills for services rendered to patients in order to obtain reimbrusement from insurance companies, State Disability and other sources.
2. Evaluates billing documents and claims data for accuracy and completeness, obtaining missing or correct data when necessary from such sources as the patient's medical record, discharge summary, Admissions forms and others.
3. Prepares the claims forms by completing the information required and categorizing the billing charges by grouping them according to types of medical services provided.
4. Sends tracers on unpaid accounts at predetermined intervals.
5. Researches questions and problems and provides assistance to patients, physicians, insurance representatives and others regarding claims reimbursement and coverage.
6. Queries cathode ray terminals in order to verify patient's medical records number to insure that the proper medical chart is requested.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires at least six months of clerical experience processing claims for health, accident and disability insurance for reimbrusement purposes or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of: medical claims processing for reimbursement; basic medical terminology; modern office practices and procedures.

Requires ability to: perform detailed clerical work in a methodical and thorough manner and with speed and accuracy; read and analyze a medical chart; deal courteously and effectively with a variety of people.

Requires sufficient skill in typing to complete a minimum of 25 net words per minute. Skill in operating a ten-key adding machine and operating and interpreting a cathode ray terminal will be acquired on the job.

ROMOTIVE LINES:

O: 1636 Health Care Biller II

FROM: Original Entrance Examination

ADOPTED: 10-2-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HEALTH CARE BILLING CLERK II CODE: 1636

CHARACTERISTICS OF THE CLASS:

Under general supervision, processes difficult and complex medical claims for services provided to patients under the provisions of MediCare and MediCal and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished by the types of medical claims that are processed. The classification is solely responsible for processing claims being submitted for MediCare and MediCal reimbursement, including Short-Doyle and Short-Doyle MediCal. All other types of claims are processed by the Health Care Billing Clerk I classification.

EXAMPLES OF DUTIES:

1. Processes bills for services rendered to patients in order to obtain reimbursement from MediCare and MediCal.
2. Evaluates billing documents and claims data for accuracy, completeness and program compliance.
3. Prepares the initial claims and the follow-up claim if necessary by categorizing charges according to the types of medical services provided, completing medical information, verifying that all charges relate to the diagnosis and calculating the charges and benefits according to regulations.
4. Posts amounts paid and sends tracers on unpaid accounts at predetermined intervals.
5. Researches questions and problems and provides assistance to patients, fiscal intermediaries and other regarding bills and program eligibility.
6. Keeps statistics, such as a count of the number of days that patients have spent on certain types of wards. information for audits and daily production reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires at least one year of clerical experience processing claims for health, accident and disability insurance for reimbrusement purposes or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of medical claims processing for reimbrusement; basic medical terminology; modern office practices and procedures. Requires familiarity with MediCare and Medical regulations, including Short-Doyle and Short-Doyle Medical applicable to billing for reimbursement.

Requires ability to: perform detailed clerical work in a methodical and thorough manner with speed and accuracy; read and analyze a medical chart; deal courteously and effectively with a variety of people.

Requires sufficient skill in typing to complete a minimum of 25 net words per minute; skill in operating a 10-day adding machine. Skill in operating and interpreting a cathode ray terminal will be acquired on the job.

PROMOTIVE LINES:

TO: 1637 Patients Accounts Clerk

FROM: 1635 Health Care Biller I

ADOPTED: 10-2-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PATIENT ACCOUNTS CLERK CODE: 1637

CHARACTERISTICS OF THE CLASS:

Under general supervision, collects payments on delinquent accounts for services that have been rendered to patients of the Department of Public Health Services of the City and County of San Francisco; performs other specialized clerical duties in the business office and performs related duties as required.

DISTINGUISHING FEATURES:

This classification differs from the classifications of Health Care Billing Clerks I and II in that the subject classification is not responsible for actual billing for reimbursement. Rather, the Patient Accounts Clerk monitors the work of the Billing Clerks by following the individual accounts through to completion and making sure that all the billing recommendations have been followed. This requires knowledge of the procedures used by the Health Care Billing Clerk I and II classifications.

EXAMPLES OF DUTIES:

1. Edits bills and claims to make sure the information is accurate and complete.
2. Collects payments on outstanding accounts for which tracers have already been sent according to predetermined schedules.
3. Balances the patients' accounts when payments are received; controls transfers of payments to the Accounting Officer and informs the E.D.P. Unit of the Business Office of such changes in the status of the cases.
4. Compiles information and prepares all documents for transferring outstanding accounts to the Bureau of Delinquent Revenue of the Tax Collector's Office following procedures as specified in the City Charter.
5. Handles specialized accounts, such as the "full bill" accounts in which payments are made directly by the patient rather than by a third-party payor and accounts involving lawsuits and estates.
6. Is involved in considerable contact with patients, physicians, insurance representatives and other for the purpose of collecting payments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires at least two years of clerical experience processing claims for health, accident and disability insurance for reimbursement purposes, including at least one year of experience processing claims for MediCare and MediCal; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of complex MediCare and MediCal regulations applicable to billing for reimbursement; priority of billing MediCare and MediCal based on the patient's types of coverage; accounts receivable procedures; credit interviewing techniques. Knowledge of legal requirements for transferring accounts to the Bureau of Delinquent Revenue and knowledge of the basic concepts of Electronic Data Processing will be acquired on the job.

Requires ability to: handle checks for large sums.

Requires sufficient skill in typing to complete a minimum of 25 net words per minute; skill in operating a 10-key adding machine. Skill in operating and interpreting a cathode ray terminal will be acquired on the job.

TO: 1663 Patient Accounts Supervisor

FROM: 1636 Health Care Biller II
Original Entrance Examination

ADOPTED: 10-2-79

CLASS TITLE: ACCOUNTING MACHINE OPERATOR CODE: 1638

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates an accounting machine in making routine posting and balancing entries to subsidiary ledgers from uniform posting media; and performs related duties as required.

Requires responsibility for: following standardized bookkeeping and machine operation methods and procedures; posting and preparing ordinary financial and accounting records. Nature of work requires some dexterity in the use of the fingers and hands in operating accounting machines.

EXAMPLES OF DUTIES:

1. Maintains a subsidiary stores ledger by posting inventory purchase requisitions, material received and stores requisitions; posts cancellations and adjustments to stores ledger cards; adjusts stores inventory cards to reflect corrective inventory account annually.
2. Maintains files of stores ledger records.
3. Posts and balances patient cash ledger and reconciles with control account; prepares monthly trial balance of individual ledger cards.
4. Files patient ledger records and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in elementary bookkeeping, supplemented by one year of experience in the operation of standard accounting machines; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of the operation of standard accounting machines; the principles of elementary bookkeeping principles and terminology.

Requires ability to: make arithmetical computations rapidly and accurately in posting balancing and adjusting routine subsidiary ledgers; ability to do simple typing.

PROMOTIVE LINES:

To: Senior Account Clerk
Senior Accounting Machine Operator

From: Original entrance examination
Junior Account Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR ACCOUNTING MACHINE OPERATOR CODE: 1640

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates an electronic accounting machine in posting and balancing a large variety of accounts; prepares fiscal statements and reports; may supervise other machine operators involved in fiscal record keeping and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this class are responsible for the maintenance of complex funding and/or proprietary accounts; and for posting and preparing complex financial and accounting records. Nature of work requires considerable dexterity in the use of the fingers and hands in the operation of specialized accounting machines. Positions in this class are distinguished from other positions in this series in that incumbents are lead workers and are responsible for master ledgers and accounts of great complexity and may supervise personnel performing less difficult assignments.

EXAMPLES OF DUTIES:

1. Posts and balances the master appropriation and revenue ledgers for the city and county; encumbers funds by department and budget classification; posts expenditures and appropriation charges, liquidating encumbrances, and balances to controls; posts, distributes to proper accounts and balances cash deposits, collection reports, journal vouchers, and balances to a control; prepares monthly summary statements.

2. Posts warrants to warrant register; batches warrants daily, figures adjustments, posts work order liquidations, cancellations and payroll totals; prepares monthly recapitulation.

3. Posts and balances a variety of subsidiary, proprietary and funding records such as rents receivable ledger, claims ledger, operating expense ledger, accounts payable ledger; posts cash disbursements to register of vouchers paid; batches payments with purchase orders and balances with control account and general ledger; posts journal entries.

4. Maintains control accounts receivable ledger by posting cash receipts, allowances, billing, suspense, profit and loss, and transfers; compiles figures for and issues monthly receivable statement; prepares monthly trial balance; compiles annual accounts receivable statement.

5. May submit completed work for electronic data processing.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in elementary bookkeeping, supplemented by at least three years of progressively responsible experience in the operation of accounting machines relative to the maintenance of important financial and accounting records; or an equivalent combination of training and experience.

CLASS TITLE: SENIOR ACCOUNTING MACHINE OPERATOR CODE: 1640

MINIMUM QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires good knowledge of: the operation of an accounting machine; double-entry bookkeeping.

Requires ability to: make difficult arithmetical computations rapidly and accurately; perform difficult related clerical work; exercise discretionary judgment in making distribution to proper accounts and reconciling with complex control ledgers; rapidly learn the operation of specialized accounting machines and the role of electronic data processing in the completion of work assignments.

PROMOTIVE LINES:

TO: Principal Account Clerk

FROM: Accounting Machine Operator
Account Clerk

AMENDED: 4-17-78

CLASS TITLE: MACHINE ACCOUNTING TECHNICIAN CODE: 1644

CHARACTERISTICS OF THE CLASS:

Under general supervision, is responsible for analyzing and studying accounting and statistical work prepared on punch card accounting machines relative to the revision or installation of new machine accounting systems; and performs related duties as required.

Requires responsiblity for: developing and coordinating methods and procedures for use of machine accounting systems; occasional contacts with other departmental personnel and outside organizations relative to the use and adaption of machine accounting equipment to specific problems; preparing detailed and complex machine accounting operational charts and reports.

EXAMPLES OF DUTIES:

1. Formulates new or revised punch card accounting machine systems to meet accounting, statistical and payroll needs.
2. Analyzes the application of punch card accounting machines and related equipment to specific projects and operations.
3. Analyzes and evaluates existing procedures and proposes changes in procedures and operations.
4. Develops detailed machine procedure charts and wiring diagrams for new installations or changes in operations.
5. Develops and personally wires complex panels for specialized operations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in business administration or accounting.

Requires two years of responsible experience in the development and installation of punch card account machine systems; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: various makes and kinds of equipment used in maintaining accounting and statistical records on punch card systems; the operating principles and methods of punch card accounting machines and the work possibilities of such machines; accounting principles and procedures.

Requires ability to: develop methods and procedures for the utilization of punch card accounting machines; analyze data relating to machine accounting systems and draw logical conclusions therefrom; prepare comprehensive reports and charts on punch card accounting machine procedures.

Requires considerable skill in working out methods of coding, punching, tabulating new or unusual data and making complex tabulations.

CLASS TITLE: MACHINE ACCOUNTING TECHNICIAN (Continued) CODE: 1644

PROMOTIVE LINES:

To: Senior Accountant

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ACCOUNTANT CODE: 1650

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs beginning level professional accounting and auditing work; assists in completing more complex accounting and auditing assignments; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing financial and accounting methods and procedures; making routine contacts with other departmental personnel on ordinary fiscal and accounting matters; gathering, preparing and maintaining fiscal and accounting records and preparing related reports.

EXAMPLES OF DUTIES:

1. Posts a variety of accounting data to general ledger accounts from subsidiary reports and prepares and maintains expenditures and budgetary control accounts; prepares reports of limited complexity on status of such accounts.

2. Audits cash received reports; distributes personal service costs to appropriate accounts; audits and verifies departmental deposits; maintains various payroll accounts relative to processing rate changes and payroll deductions; assists in detailed audits of city departments, utilities and concessionaires; independently performs less difficult audits; makes pre and post audits of a variety of documents for conformance with established procedures and requirements.

3. Prepares trial balances and reconciles work sheets; receives, processes and deposits funds with the treasurer and/or banks; assists in budget preparation activities; assists in installation and modification of accounting systems.

4. May supervise routine fiscal and accounting clerical work.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, preferably including specialized training in municipal or governmental accounting; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: accounting theory and practice, particularly as applied to municipal or governmental accounting; modern office procedures and practices.

Requires ability to: analyze accounts, make adjusting entries and prepare ordinary account statements and reports; assist in the development, installation and maintenance of accounting systems.

Requires skill in the application of general accounting principles and practices to practical accounting problems.

PROMOTIVE LINES:

To: Senior Accountant

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR ACCOUNTANT CODE: 1652

CHARACTERISTICS OF THE CLASS:

Under direction, performs difficult and responsible accounting and auditing work; may supervise the work of subordinate employees engaged in routine accounting and bookkeeping activities; and performs related duties as required.

Requires responsibility for: interpreting and explaining existing accounting and fiscal policies and procedures; making occasional responsible contacts with other departments and the general public on fiscal and accounting matters; preparing and reviewing somewhat complex financial and accounting records and reports.

EXAMPLES OF DUTIES:

1. Maintains or supervises the maintenance of expenditures and budgetary control accounts and prepares reports of some complexity on the status of such accounts.

2. Posts or supervises the posting of general ledger accounts from subsidiary documents and papers; takes trial balances and prepares financial reports and statements; verifies, reconciles and adjusts fiscal inventories; reviews documents authorizing expenditure from various accounts and funds for conformance with existing legal and procedural requirements; reconciles appropriation accounts with monthly statements.

3. Gathers statistical and accounting data relative to the preparation of departmental budgets; collects data on direct, indirect and overhead costs of operations in connection with the setting of rates and fees; makes detailed audits of city departments and concessions.

4. Approves departmental receipts for deposit with the treasurer; supervises the reconciliation of appropriation ledgers to predetermined controls.

MINIMUM QUALIFICATIONS

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, preferably including specialized training in municipal or governmental accounting.

Requires two years of progressively responsible accounting and auditing experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: modern accounting principles and practices, particularly as they apply to municipal or governmental accounting; modern office techniques and methods; city rules and regulations relative to fiscal and accounting operations.

Requires ability to: analyze accounts, make adjusting entries and prepare relatively complex accounting statements and reports; independently carry out accounting and auditing work of some complexity and assist in the development, installation and maintenance of accounting systems.

Requires considerable skill in the application of accounting principles and techniques to practical accounting and auditing problems.

PROMOTIVE LINES:

To: Principal Accountant

From: Accountant

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL ACCOUNTANT CODE: 1654

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises a moderate sized group of accountants and clerical employees engaged in keeping accounting and financial records; personally performs complex and difficult accounting and auditing work; and performs related duties as required.

Requires responsibility for: interpreting and explaining existing accounting, auditing and fiscal policies and procedures; assisting in the development and installation of new methods and procedures; making regular contacts with other departmental personnel and the general public on fiscal and accounting matters; checking, preparing and reviewing detailed and complex financial and accounting reports.

EXAMPLES OF DUTIES:

1. Supervises and personally participates in fiscal and accounting work in connection with budget preparation, purchasing activities, payroll preparation, allocating job costs to appropriate accounts and keeping other varied accounting records.

2. Reviews, prepares and supervises the preparation of fiscal and accounting reports, documents and transactions for conformance with established procedures and controls; maintains and supervises the maintenance of general ledgers and journals and prepares related financial statements and reports.

3. Maintains accounting records of receipts, disbursements and encumbrances affecting various funds and accounts for effective control of such funds and accounts.

4. Carries out detailed annual and special audits and investigations of various city departments, concessionaires and public service enterprises, including the review of accounting procedures and forms, lease requirements and insurance requirements.

5. Analyzes existing accounting procedures and prepares recommendations for their revision when necessary.

6. Designs procedures and methods for revenue control and internal checks on same.

7. Insures that city money deposited in banks is protected by sufficient collateral.

8. Participates in the development and installation of accounting and fiscal procedures and methods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, preferably including specialized training in municipal or governmental accounting.

Requires four years of progressively responsible accounting and auditing experience, including some supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern accounting principles and practices, particularly as they apply to municipal or governmental accounting; modern office techniques, methods and office management; municipal rules, regulations and laws governing fiscal and accounting functions.

Requires considerable ability to: analyze complex accounting and financial data and draw logical and sound conclusions therefrom; independently carry out complex accounting and auditing work; develop, install and maintain new and revised accounting systems and procedures.

Requires considerable skill in the application of accounting principles and techniques to practical accounting, auditing and financial problems.

PROMOTIVE LINES:

To: Head Accountant

From: Senior Accountant

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS ACCOUNTANT CODE: 1655

CHARACTERISTICS OF THE CLASS:

Under general direction, analyzes and assists in the development and implementation of complex accounting and financially oriented computer systems; aids City departments in the understanding of such systems and in the solution of accounting problems related to systems implementation; and performs other related duties as required.

DISTINGUISHING FEATURES:

This is a journeyman level class in systems accounting. It is distinguished from classes in the Accountant series in that a Systems Accountant is responsible for work which requires knowledge of the principals of data processing and their application to all aspects of accounting and financial management information systems. Incumbents in this class work under the direction of a Senior Systems Accountant and are distinguished from that class in that the Senior Systems Accountant is responsible for supervising the work of class 1655 Systems Accountants and/or is involved with more complex accounting or financial systems problems.

EXAMPLES OF DUTIES:

1. Provides advice and assistance on the development and use of computer produced accounting and financial records.
2. Develops and revises accounting procedures that enable departmental accounting practices to conform to City-wide systems requirements.
3. Prepares wr tter instructions for system use and provides departmental training in their application.
4. Analyzes departmental fiscal operations to determine specific financial information required for efficient operation and suggests methods and procedures for effective application of data processing techniques.
5. Prepares written reports and recommendations and drafts new forms as required.

MINIMUM QUALIFICATIONS:

Education: Requires completion of four year college or university with a baccalaureate degree with major course work in accounting, finance, computer science, business administration, or a closely realted field or an equivalent combination of training and experience: completion of at least 12 semester units of accredited accounting courses; and completion of at least 6 semester units of accredited computer science courses designed to give key elements of computer programming and operation.

Experience: Requires two years of experience in computerized financial systems preferably including the design, development and installation of computerized financial systems. One of the two years required experience should include the performing of work comparable to the level in class 1652 Senior Accountant.

Knowledge, Abilities, and Skills: Requires: knowledge of accounting principles and practices, preferably governmental accounting, fiscal information systems and procedures, computer systems operations, and business and public administration practices.

CLASS TITLE: SYSTEMS ACCOUNTANT CODE: 1659

MINIMUM QUALIFICATIONS: (Cont.)

Requires ability to: analyze complex systems and develop logical solution; evaluate, develop and implement accounting systems and procedures; establish and maintain effective working relationships with departmental fiscal personnel; and prepare and present reports and recommendations.

Requires skill in applying modern fiscal amangement techniques and in preparing and presenting appropriate training materials.

NEW CLASS

ADOPTED: 10-6-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HEAD ACCOUNTANT CODE: 1656

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for supervising important accounting and auditing work in a moderate or large sized accounting unit; or personally performs extremely complex and difficult accounting and auditing work; and performs related duties as required.

Requires major responsibility for: developing and coordinating the application of new or revised accounting and auditing policies and procedures; making regular contacts with other departmental financial and accounting personnel, the general public and outside agencies relative to municipal fiscal, accounting and auditing matters; requires independent responsibility for the preparation and review of important financial operating records, reports and statements.

EXAMPLES OF DUTIES:

1. Assigns and supervises the work of professional accounting and clerical personnel engaged in the performance of important accounting and auditing duties.
2. Reviews work of subordinate personnel to assure conformance with existing fiscal and legal requirements.
3. Reviews formal contracts and documents for conformance with budget and fiscal procedures, existing laws and ordinances and specifications relative to finance.
4. Confers with superiors in the development of accounting and auditing systems and procedures; personally develops new systems and procedures for approval of superiors.
5. Prepares and supervises the preparation of complex and important accounting, auditing and financial reports, documents and statements.
6. Confers with and advises other departments and agencies of municipal accounting methods and procedures.
7. Analyzes estimated revenue accounts as an aid in determining and estinating budget statistics and forecasts.
8. Makes estimates of amounts and issuance of bonds to be sold by the city.
9. Computes tabulations and records interest rates and redemption payments of bond sales.
10. Plans and lays out audit schedules for city departments and concessionaires.
11. Supervises and personally participates in the detailed annual and special audits of city departments and concessionaires.
12. Reviews recommendations submitted by subordinates for accuracy, completeness and logical presentation; refers such reports and recommendations to superior for action.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, preferably including specialized training in municipal or governmental accounting.

Requires six years of progressively responsible auditing or accounting experience, including at least three years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: modern accounting and auditing principles and practices, particularly as they apply to municipal and governmental accounting; the financial, auditing and accounting functions of the municipal government; modern office techniques, methods and office management.

Requires ability to: plan, assign, supervise and review the work of professional and sub-professional accounting and auditing personnel; analyze and evaluate complex financial statements, records and reports and make logical conclusions and recommendations therefrom; design, install and maintain complex accounting systems; deal effectively and courteously with departmental personnel, the general public and outside agencies.

Requires unusual skill in the application of accounting and auditing principles and techniques to practical operating problems.

PROMOTIVE LINES:

To: Chief Accountant

From: Principal Accountant

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR SYSTEMS ACCOUNTANT CODE: 1657

CHARACTERISTICS OF THE CLASS:

Under general direction, analyzes operational needs related to accounting and financially orientated computer systems and develops and supervises the implementations of such systems; integrates, adopts and revises accounting systems for comparability with the City-wide system; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in class 1657 Senior Systems Accountant supervises the work of journey level class 1655 Systems Accountant in the development and application of computer-oriented accounting and fiscal management information systems. Positions in this class develop solutions to highly complex systems accounting problems requiring considerable technical accounting and data processing backgrounds that may require long range planning. This position is responsible for supervising the day-to-day accomplishments of specific projects under the Financial Systems Manager who has comprehensive management responsibility for the City's Financial Systems Division in the Controller's Office.

EXAMPLES OF DUTIES:

1. Supervises the work of Systems Accountants in efforts to coordinate and implement the installation of systems accounting practices in City departments.
2. Assists in the development of accounting and fiscal policy guidelines for a department in relation to the City-wide financial management information system.
3. Prepares proposals and plans for the installation of new or revised procedures and instructs top level departmental fiscal personnel in their operations.
4. Analyzes and evaluates the need for system modification and develops effective solutions to current and anticipated difficulties.
5. Recommends sub-systems modifications to assure system comparability.
6. Prepares a variety of written reports and recommendations.

MINIMUM QUALIFICATIONS:

Education: Requires completion of 4 year college or university with a baccalaureate degree with major course work in accounting, finance, computer sciences, business administration or a closely related field or an equivalent combination of training and experience; completion of at least 12 semester units of accredited accounting courses; and completion of at least six semester units of accredited computer science courses designed to give key elements of computer programming and operations.

Experience: Requires three years of experience in computerized financial systems preferably including the design, development and installation of computerized financial systems. One of the three years experience should be performing work comparable to the level of class 1654 Principal Accountant or 1655 Systems Accountant. A Master's degree in management, accounting, computer science, business administration or a closely related field may be substituted for one year of experience.

Knowledge, Abilities, and Skills: Requires: thorough knowledge of governmental accounting principles and practices, and of the application of data processing to financial information systems, and supervisory practices.

CLASS TITLE: SENIOR SYSTEMS ACCOUNTANT CODE: 1657

MINIMUM QUALIFICATIONS: (Cont.)

Requires the ability to: evaluate, develop, and install accounting systems, analyze complex systems and situations and plan appropriate solutions; effectively supervise subordinate Systems Accountants and other personnel; establish and maintain effective working relationships with departmental fiscal personnel; and prepare and present reports and recommendations.

Requires skill in applying modern fiscal management and data processing techniques to City and departmental fiscal operations and in supervising and evaluating the work of subordinates.

NEW CLASS

ADOPTED: 1-6-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF ACCOUNTANT CODE: 1658

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for directing the accounting and auditing operations of a major division of the controller's office; or supervising the board of education's accounting division; or supervising the centralized accounting and auditing function of several large organizational units; and performs related duties as required.

Requires major responsibility for: developing, coordinating and installing new or revised accounting and auditing methods and procedures; regular contacts with responsible financial and accounting personnel, the public and outside agencies, relative to fiscal, accounting and auditing matters; directing the preparation of and approving and reviewing important financial and accounting operating records, reports and statements.

EXAMPLES OF DUTIES:

1. Plans, assigns, directs and reviews the work of subordinate accounting and clerical personnel engaged in a variety of important accounting, auditing and financial duties; directs the maintenance of controls over authorized appropriations, the recording of revenues, pre-audit of encumbrances and expenditures, approval and release of warrants.

2. Directs the auditing of city departments, utilities and concessionaires in keeping with federal, state and local laws, ordinances and resolutions.

3. Directs the preparation and maintenance of general ledgers and general account records of the city; directs the preparation, and prepares, financial and statistical reports in connection with such ledgers and records.

4. Directs the checking of departmental budgets for conformance with controller's instructions as to form, information provided and verification of amounts; drafts the annual appropriation ordinance, and assists the finance committee during budget hearings.

5. Directs the preparation, auditing and disbursement of departmental payrolls and the issuing of payroll, aid, retirement and other warrants.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, preferably including specialized training in municipal or governmental accounting.

Requires eight years of progressively responsible auditing or accounting experience, including at least four years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: modern accounting and auditing methods and techniques, particularly as they apply to municipal or governmental accounting; financial, auditing and accounting functions of the municipal government; modern office techniques, methods and office management.

Requires considerable ability to: plan, assign, direct and review the work of professional and sub-professional accounting and auditing personnel; analyze and evaluate complex financial statements; records and reports, and make sound conclusions and recommendations thereon; design, install and maintain complex accounting systems; deal effectively and courteously with other departmental personnel, the general public and outside agencies.

Requires unusual skill in the application of accounting and auditing principles and techniques to practical operating problems.

PROMOTIVE LINES:

To: Accounts Bureau Director
Chief Assistant Controller

From: Head Accountant

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL DISTRICT ACCOUNTING ASSISTANT SUPERVISOR CODE: 1659

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for supervising important accounting and auditing work for the school district; or personally performs extremely complex and difficult accounting and auditing work; and performs related duties as required.

Requires major responsibility for: developing and co-ordinating the application of new or revised accounting and auditing policies and procedures; making regular contacts with other departmental financial and accounting personnel, the general public and outside agencies relative to school fiscal, accounting and auditing matters; requiring independent responsibility for the preparation and review of important financial operating records, reports and statements.

EXAMPLES OF DUTIES:

1. Assigns and supervises the work of professional accounting and clerical personnel engaged in the performance of important accounting and auditing duties.
2. Reviews work of subordinate personnel to assure conformance with existing fiscal and legal requirements.
3. Reviews formal contracts and documents pertaining to the school district for conformance with budget and fiscal procedures, existing laws and ordinances and specifications relative to finance.
4. Confers with superiors in the development of accounting and auditing systems and procedures and in the negotiation, interpretation and implementation of federal and state educational programs as they pertain to the school district; may represent the school district in such matters; personally develops new systems and procedures for approval of superiors.
5. Prepares and supervises the preparation of complex and important accounting, auditing, and financial reports, documents and statements.
6. Confers with and advises other departments and agencies of school accounting methods and procedures.
7. Analyzes estimated revenue accounts as an aid in determining and estimating budget statistics and forecasts.
8. Supervises and personally participates in detailed annual and special audits of cafeteria, City College accounts and student body funds.
9. Reviews recommendations submitted by subordinates for accuracy, completeness and logical presentation; refers such reports and recommendations to superior for action.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in

accounting, preferably including specialized training in municipal or governmental accounting.

Requires six years of progressively responsible auditing or accounting experience, including at least three years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: modern accounting and auditing principles and practices, particularly as they apply to municipal and school accounting; the financial, auditing and accounting functions of the municipal and school government; modern office techniques, methods and office management.

Requires ability to: plan, assign, supervise and review the work of professional and sub-professional accounting and auditing personnel; analyze and evaluate complex financial statements, records and reports and make logical conclusions and recommendations therefrom; design, install and maintain complex accounting systems; deal effectively and courteously with departmental personnel, the general public and outside agencies.

Requires unusual skill in the application of accounting and auditing principles and techniques to practical operating problems.

PROMOTIVE LINES:

To: 1658 Chief Accountant
1660 School District Accounting Supervisor

From: 1654 Principal Accountant

ADOPTED: 3/10/66

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1660 MANAGER, BUDGET & PERFORMANCE MONITORING

DEFINITION:

Under administrative direction, manages and directs a section of the department's fiscal operation engaged in monitoring the department budget and performance.

DISTINGUISHING FEATURES:

This class is distinguished by its responsibility to manage a section focused on a range of fiscal and performance monitoring functions. It is distinguished from the Assistant Deputy Director classifications in that it manages a limited functional area of a department's fiscal operations.

EXAMPLE OF DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Directs budget and fiscal functions; exercises supervision, coordination and control of the activities of the Budget Section.
2. Supervises preparation of operating budget in accordance with appropriate guidelines; develops budget assumptions and guidelines for Director's approval; supervises development of budget manual and assists managers in the preparation of their budget and the preparation of Budget Book, City BPREP interface, Line Item Narrative, and Supplemental Appropriation requests.
3. Directs the administration of budgetary controls, preparation of budgetary statements, and monthly expenditure reports; conducts budget audits, studies, analysis of reports and budget variances; prepares monthly surplus projections for use in determining rates; administers the preparation of the consolidated budget of the department.
4. Analyzes departmental reports, programs, budget requests, supplemental appropriations, requests for additional positions or allotments, transfer of funds; writes or directs investigative reports and recommendations; approves budget requests and other fiscal matters.
5. Supervises staff in the design and development of budget and expenditure reporting systems; coordinates financial systems with Controller's and data processing staff; coordinates the development of distributed BPREP for the department with the Controller's Office.
6. Coordinates budget approval process and responds to inquiries from Commission, Mayor and Board of Supervising Analyst; presents budget to senior staff and committees for review and approval; responds to inquiries from the Mayor's Office and Board of Supervisors regarding the budget.
7. Develops and maintains a performance auditing system to monitor efficiency and effectiveness of programs; develops recommendations for improving programs and presents recommendations to senior management; supervises staff in preparing extensive surveys.
8. Directs a program of internal audits to insure that staff and management contractors are adhering to policies and procedures of the department and the City and County of San Francisco.
9. Provides contract support services to staff; analyzes agreements and contracts pertaining to fringe benefits negotiated by employee organizations and makes recommendations concerning their fiscal impact on the budget; supervises staff in preparing professional services contracts, Request For Proposals (RFP) and Memorandum of Understandings (MOU) for the provision of work ordered services; assist manager in negotiation Memorandum of Understandings and agreements.

EXAMPLE OF DUTIES:

10. Coordinates and monitors compliance with financial provisions of various state and federal grants by reviewing and correcting billings from various contractors or work-order department, explaining restrictions, verifying allocation of expenses to proper cost centers, establishing systems and procedures to allocate expenditures.

11. Represents the department at meetings with administrative officials, legislative bodies; explains policies, procedures and regulations pertaining to complex fiscal and budgetary matters; maintains contacts with the Mayor's Office, Board of Supervisors, and Controller to resolve fiscal matters.

Job Related and Essential Qualifications:

Knowledge of:

the principles of organization and management, government finance, budgeting and governmental accounting, and contract administration; knowledge of funding and proprietary accounting, budgetary and fiscal procedures and governing laws, regulations and provisions; and PC-based business software and database management programs used to produce financial/statistical and other reports.

Abilities to:

manage, direct, evaluate and supervise the work of staff engaged in complex fiscal functions; exercise sound judgment; analyze and make recommendations on difficult administrative and fiscal issues; develop and implement new procedures and methods of operation; speak and write effectively; establish and maintain effective working relationships; prepare clear, concise, well documented reports and recommendations that incorporate complex technical details for use by management and/or funding agencies.

Experience and Training Guidelines:

1. Possession of a Master's degree from an accredited college or university in Accounting, Finance, Public or Business Administration, or a closely related field; AND four (4) years of experience in complex budget analysis, financial analysis and performance monitoring and auditing. At least 50% of duties must have been in budget analysis and must have included PC experience. At least three (3) years of required budgetary experience must have been with a state or local government two (2) of those years at a supervisory level; **OR**
2. Possession of a Bachelor's degree from an accredited college or university in one of the areas specified above **AND** six (6) years experience in complex budget analysis, financial analysis and performance monitoring and auditing. At least 50% of duties must have been in budget analysis and must have included PC experience. At least three (3) years of required budgetary experience must have been with a state or local government two (2) of those years at a supervisory level; **OR**
3. An equivalent combination of experience and education.

Effective Date: January 12, 1961

Amended Date: August 10, 1994
Amended Date: July 23,1999

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT FISCAL OFFICER, BOARD OF EDUCATION CODE: 1661

CHARACTERISTICS OF THE CLASS:

Subject to top management approval, assists in the general administration of the budgeting, accounting, contract review, and fiscal program for the School District; exercises general direction and supervision over budgeting, accounting, auditing, payroll, contracts, and agreements; supervises and participates in organization planning and operational studies and services provided by the Fiscal Division; assumes responsibility for the Fiscal Division in the absence of the Fiscal Officer; supervises the maintenance of funding and proprietary accounts; supervises the payroll preparation for certificated and classified personnel; performs related duties as required.

Requires major responsibility for: developing, interpreting, coordinating and enforcing policies, methods and procedures affecting the operation of the Fiscal Division; making continual important contacts to establish and maintain public relations, involving presentation and interpretation of policies, laws, and regulations with administrative officials, representative groups, professional personnel, legislative bodies, teacher representatives, for the purpose of furnishing and obtaining information relating to the School District budgetary, accounting, fringe benefit administration, and fiscal matters; supervising the preparation, review, and maintenance of important accounting, fiscal and budgetary records and reports.

EXAMPLES OF DUTIES:

1. Acts as the assistant to the Fiscal Officer in directing all accounting and fiscal functions of the School District; exercises supervision, coordination and control of the activities of the Fiscal Division.
2. Analyzes accounting, financial, and budgetary workloads and reviews programming with subordinate personnel to determine the most practical and efficient manner of performing the work of the division; analyzes applicable laws, regulations, office methods, rulings and procedures as they pertain to the work of the division.
3. Analyzes departmental reports, programs, budget requests, supplemental appropriations, requests for additional positions or allotments, transfer of funds, and makes or directs investigative reports and recommendations thereon; when requested by the fiscal officer, approves budget requests and other fiscal matters.
4. Represents the Fiscal Officer at meetings with administrative officials, legislative bodies, representatives of teacher organizations and the general public in furnishing and exchanging information, explaining policies, procedures and regulations on complex fiscal, budgetary, or accounting matters. In the absence of the Fiscal Officer, maintains contacts for fiscal matters that may be of concern with the Mayor's office, Board of Supervisors and the Controller.
5. Assists with direction of the administration of budgetary controls, preparation of budgetary statements, conduct of budget audits, studies, analysis of reports; assists in the preparation of the consolidated budget of the School District.
6. Assists in the operations of the Payroll Department, involving final determinations of correct salary payments to certificated personnel and correct data reporting for salary payments to Civil Service personnel.
7. Analyzes agreements and contracts pertaining to fringe benefits negotiated by teacher and employee organizations and makes recommendations concerning their fiscal impact on the School District's budget.
8. Reviews proposals for obtaining financial aid for the School District from Federal and State funds and recommends changes and modifications.
9. Reviews and coordinates inventory and fixed asset control procedures; reviews all leases and other income from property and trust funds under the jurisdiction of the School District.

CLASS TITLE: ASSISTANT FISCAL OFFICER, BOARD OF EDUCATION CODE: 1661

EXAMPLES OF DUTIES: (contd)

10. Reviews and develops internal accounting control and internal audit procedures.

11. Assists the Fiscal Officer in planning and directing financial and economic feasibility studies necessary whenever a proposed bond issue is to be submitted to the electorate by the School District.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in business administration, accounting, law, political science, or related field.

Requires at least ten years of progressively responsible experience in a position involving general administration, management, operation, research and analysis of budgetary records, or an equivalent combination of training and experience, including five years of responsible supervisory experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the operation of School Districts and their functions; funding and proprietary accounting, budgetary and fiscal procedures and pertinent laws, regulations and provisions relating to California School District fiscal, budgetary, and accounting matters. Requires good knowledge of the principals of organization and management, government finance, budgeting, and governmental accounting.

Requires considerable ability to: direct and supervise the work of the accounting, budgeting, auditing, and payroll staff; exercise sound judgment and make independent analysis and recommendations on difficult administrative and fiscal problems; develop and install new procedures and methods of operation; speak and write effectively; deal effectively, courteously and tactfully with department heads, subordinates, and others, including the general public.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 1658 Chief Accountant
1659 School District Accounting Assistant Supervisor

ADOPTED: 12/30/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PATIENT ACCOUNTS ASSISTANT SUPERVISOR CODE: 1662

CHARACTERISTICS OF THE CLASS:

Under general supervision, supervises a unit involved in processing health care claims for reimbursement; monitors accounts, bills and reports; interprets, implements and enforces policies and procedures; traces and adjusts bills; assists patients and third party payors; assists the Patient Accounts Supervisor; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is the first supervisory level in the patient account series, providing immediate supervision to a staff unit engaged in health care billing. The classification is responsible for resolving problems in cases assigned to the unit and monitoring accounts assigned to subordinates. This classification differs from that of the 1663 Patients Accounts Supervisor in that the Patient Accounts Supervisor is responsible for supervising the entire billing or collections sections of a large billing department whereas the subject classification is only responsible for supervising a unit within one of those sections.

EXAMPLES OF DUTIES:

1. Provides immediate supervision to a staff involved in processing claims for reimbursement; reviews work of subordinates for complete documentation as required for claims processing; resolves problems in cases assigned to unit; performs related duties such as preparing employee production reports and timerolls and screening and distributing mail.
2. Using computer reports to identify problem areas, monitors accounts assigned to billing clerks in order to ascertain timely processing; monitors patient accounts transferred from other hospitals; monitors pending Medi-Cal bills for completeness; monitors exception report printout listing accounts in pre-billing stage, for correct coding.
3. Assists in implementing new procedures when State and Federal laws governing reimbursement change; interprets relevant Medi-Cal and Medicare regulations; enforces existing business office procedures for claims processing.
4. Traces Medi-Cal reports by analyzing and researching denials of reimbursement either personally or through assignment to subordinates; uses tracer report to verify reasons for unpaid bills; uses restricted access to terminals to make billing adjustments; researches private insurance claims for missing information.
5. Assists patients with forms and questions; assists in all incoming calls or correspondence relating to third party payor inquiries; contacts patients or Department of Social Services for verification of Medi-Cal status; contacts auxiliary departments concerning problems involving documentation required for billing.
6. Handles Patient Accounts Supervisor's responsibilities in his or her absence; assists supervisor in preparing reports for annual audit.

CLASS TITLE: PATIENT ACCOUNTS ASSISTANT SUPERVISOR CODE: 1662

MINIMUM QUALIFICATIONS:

Training and Experience: Requires at least two years of experience billing and/or collecting medical claims from Medi-Cal (Medi-Caid), Medicare, third party payors, and individual payors in an acute care facility, a hospital consulting firm, a large insurance company or a skilled nursing facility; and six months of experience or equivalent training in preparation of input data for a computer.

Knowledge, Abilities and Skills: Requires thorough knowledge of medical claims processing procedures, including complex Federal Medicare, State Medi Caid and Universal Billing Forms regulations applicable to hospital and mental health billing; knowledge of the basic principles of accounts receivable, including posting of payments and adjustments of errors prior to billing; familiarity with the basic principles of electronic data processing.

Requires ability to: explain complex policies and procedures to a wide variety of people, such as hospital staff and patients; apply billing and collections methods and procedures; supervise the work of subordinates.

ADOPTED: 1-14-85
#0029b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PATIENT ACCOUNTS SUPERVISOR CODE: 1663

CHARACTERISTICS OF THE CLASS:

Under direction, assigns, supervises and reviews the work of staff engaged in the billing and collections for reimbursement of services rendered by the Department of Public Health of the City and County of San Francisco and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is basically responsible for the everyday supervision of a billing or a collections unit in a large billing department or over a unit performing both functions in a small billing department. It differs from the classification of Patient Accounts Clerk in that the Patient Accounts Clerk is not responsible for supervising other employees. This classification also differs from classification 1664 Patient Accounts Manager in that the Patient Accounts Manager is responsible for the day-to-day administration over the entire billing and collections department of a large medical facility.

EXAMPLES OF DUTIES:

1. Assigns, supervises and reviews the work of subordinate personnel engaged in the processing of medical claims and/or the collection of patient accounts; interprets, implements, and enforces policies and procedures related to billing and collections, which may include MediCare, MediCal and Short-Doyle regulations.
2. Coordinates procedures with other divisions within the Department of Public Health and with other City and County departments, including the Bureau of Delinquent Revenue of the Tax Collector's Office; refers accounts to and furnishes the Bureau of Delinquent Revenue with information regarding delinquent accounts; supervises the processing of bills necessary to comply with subpeonas and the obtaining of assignment of benefits for patients so insured; corresponds with attorneys in connection with the payment of bills.
3. Maintains and reviews records and reports such as audit trails for federal and state auditors, California Hospital Facilities Commission reports, monthly reports of accounts receivable, cost reports and other financial records.
4. May establish audit and control procedures as a part of a data collection system for service charges; works with systems analysts in order to correct any detailed problems in individual cases within the Electronic Data Processing system.
5. Performs other duties such as: assisting the 1664 Patient Accounts Manager as required; attending meetings and seminars in order to keep informed of changes in billing regulations, collection procedures and Utilization Review guidelines; handles complaints from patients regarding bills.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires at least two years of clerical experience processing claims and collecting funds for reimbursement from MediCare, MediCal and other third-party payors; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: MediCare and MediCal regulations concerning reimbursement at the level of training subordinates in this area; the basic principles of accounts receivable; familiarity with the basic principles of Electronic Data Processing.

CLASS TITLE: PATIENT ACCOUNTS SUPERVISOR CODE: 1663

MINIMUM QUALIFICATIONS: (continued)

Requires ability to: make proper interpretations of MediCare and MediCal regulations concerning reimbursement; plan, review and supervise the work of subordinates engaged in health care billing and collections; adapt the basic principles of Electronic Data Processing to the volume and variety of data in a large facility; work effectively with a wide variety of individuals and groups.

Requires sufficient skill: operating an adding machine and cathode ray terminal to train others. Skill in identifying pertinent legal references in order to interpret legal procedures involved in the collection of present liens on file will be acquired on the job.

PROMOTIVE LINES:

TO: 1664 Patients Accounts Manager

FROM: 1637 Patient Accounts Clerk
Original Entrance Examination

ADOPTED: 10-2-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PATIENT ACCOUNTS MANAGER CODE: 1664

CHARACTERISTICS OF THE CLASS:

Under general direction, administers the activities of the Billing and/or Collections Department of a large health care agency of the City and County of San Francisco; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are either head of a small Patient Accounts Department or responsible for a unit at the SFGH Patient Accounts Department. This classification is distinguished from that of the 1663 Patient Accounts Supervisor in that the latter is only responsible for the immediate supervision of a unit within the Billings and/or Collections department. Additionally, the 1664 Patient Accounts Manager is responsible for requesting EDP program modifications in the system to meet hospital needs, whereas the 1663 Patient Accounts Supervisor is responsible for the actual details of the Electronic Data Processing system as they pertain to individual cases.

This classification also differs from 1665 Director of Patient Accounts in that the latter is utilized to direct the Patient Accounts Department at San Francisco General Hospital.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed.: (CSC Rule 7)

1. Through subordinate supervisory personnel, administers the staff and activities within the Billing and Collections department; coordinates activities of the various units, including billing, collections, data entry and control; maximizes staff productivity by assigning duties, making recommendations concerning employee status and planning and implementing the staff development program.
2. Develops, interprets, coordinates and enforces policies, methods and procedures; conducts staff meetings for the purpose of evaluating and disseminating information about departmental policies and procedures.
3. Performs various administrative duties such as preparing input for the annual budget request, investigating complaints about services, attending meetings to exchange information and plan procedures.
4. Reviews computer-produced reports, daily statistical data, census reports and accounts receivable records; prepares monthly revenue analysis of charges made by each department providing medical services.
5. Administers the transfer of delinquent accounts to the Bureau of Delinquent Revenue of the Tax Collector's Office; confers with attorneys, title insurance companies and real estate firms concerning the release of existing liens against patients; property in order to settle unpaid accounts; testifies in court as to the status of patient's bills when legal claims have been filed.
6. Coordinates electronic data processing, billing and collections and data submitted by departments providing medical services; administers the collecting, editing, transmission and controls over data required for computer processing of itemized bills.

CLASS TITLE: PATIENT ACCOUNTS MANAGER CODE: 1664

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Thorough knowledge of: complex federal Medicare, state Medical and private insurance regulations applicable to hospital billing; billing priorities based upon a patient's type of coverage; procedures for collecting payments on delinquent accounts; the basic principles of accounts receivable, including posting payments to accounts and reconciling receipts and payments. Requires knowledge of: electronic data processing methods, principles and procedures; the operation and use of a complex variable task computer system; appropriate formats for submission of data to the EDP Unit.

Ability to: plan, formulate and execute policies for the Billing and Collections Department of a medical facility; supervise and coordinate the activities of a large group of employees; understand and apply methods and procedures appropriate to the field of health care billing and collections.

Skill in: communicating tactfully, courteously and effectively with a variety of people to explain complex policies and resolve complaints; writing and preparing correspondence, reports and financial records.

Requires sufficient skill in the use of a ten key adding machine and cathode ray terminal to train others in the use of this equipment.

AMENDED: 10-2-79; 1-22-90

#4143c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF PATIENT ACCOUNTS CODE: 1665

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, directs all aspects of the Patient Accounts Department of San Francisco General Hospital Medical Center; analyzes and adapts computer-produced data in order to plan departmental activities; institutes improved systems, policies and procedures; exercises responsibility for the maintenance of the department's internal accounting system and its interface with the hospital's accounting system; negotiates rates and contractual agreements; performs defense audits; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification is utilized as the head of the Patient Accounts Department at San Francisco General Hospital. This classification is distinguished from that of the 1664 Patient Accounts Manager in that the latter is either the head of a small Patient Accounts department or is responsible for the line supervision of one of the units within San Francisco General Hospital Patient Accounts department, while the Director analyzes, determines and directs the activities of the department.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs the Patient Accounts Department by administering its billing, collections and accounts receivable functions; determines departmental activities based on analyses of computer-produced data; handles special projects related to the development and enforcement of billing and collections standards.
2. Adapts the applicable aspects of the Hospital's computerized system to the needs of the department; develops specific personal computer programs that analyze computer-produced data for the purposes of identifying problems, forecasting projections and preparing and revising financial and management summation reports.
3. Revises and evaluates departmental systems, policies and procedures, instituting changes that streamline operations and enhance revenue collection; develops requests for proposals, pursues competitive bid processes and negotiates agreements for contractual services.
4. Exercises responsibility for the department's internal accounting system, including charge recapture systems that ensure that all hospital services are charged for at the applicable reimbursement rate and that all charges are properly documented; negotiates rates for payment with other hospitals when patients are transferred between facilities; performs defense audits in response to audits initiated by third party payors.
5. Interfaces with the hospital's accounting department to ensure the accurate exchange of data and the balancing of the department's internal accounts with those of the general and cost reporting accounting systems; interfaces with other departments to monitor financial information requirements and input which impacts billing and collections.

EXAMPLE OF DUTIES: (Cont.)

6. Performs related administrative duties such as representing the department and, as needed, the hospital assistant administrator to whom the position reports; participates in the development of the department's budget recommendations.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply. (CSC Rule 9)

Knowledge, Abilities and Skills: Requires thorough knowledge of: complex federal Medicare, state Medi-Cal and third party payor regulations applicable to hospital billing; billing priorities based upon a patient's type of coverage; methods and principles of accounts receivable management in an acute care hospital setting; the operation and use of a complex variable task computer system.

Ability to: develop personal computer programs and to analyze computer-produced data for the purposes of identifying problems, forecasting projections and preparing and revising financial reports; implement new programs and direct training.

Skill in: communicating with and dealing effectively with a variety of people such as staff, clinical personnel, patients, attorneys, and staff of other agencies; analytical problem-solving; preparing correspondence, reports and financial records.

ADOPTED: 1-22-90

#4142c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FINANCE DIRECTOR, DEPARTMENT OF PUBLIC HEALTH CODE: 1666

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, functions as the principal fiscal officer for the Department of Public Health in directing the financial activities and services of the major divisions and bureaus of the department, including San Francisco General Hospital Medical Center, Laguna Honda Hospital, Public Health Programs and Mental Health Programs; administers and reviews fiscal, organizational, management and procedural operations of the various divisions and bureaus relative to departmental fiscal policies and goals; develops and implements financial and accounting policies and procedures affecting all divisions and bureaus of the department; establishes and maintains contacts with government officials, legislative bodies and outside organizations regarding financial and economic matters; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification is distinguished by its accountability for the complex and diverse fiscal operations of the entire Department of Public Health, including San Francisco General Hospital Medical Center, Laguna Honda Hospital, Public Health Programs and Mental Health Programs. It is distinguished from lower level classes of Supervising Fiscal Officer and Hospital Associate Administrator, Finance by its direction of the activities of employees in the latter classes and its responsibility for planning and policy direction for the fiscal activities of the entire department in conformance with directives of the Health Commission and the Director of Health. It is distinguished from the higher level Deputy Director for Operations in that the latter assumes broader operational responsibilities which include personnel, facilities management, and management information systems activities.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs the financial management functions and accounting activities of all divisions and bureaus of the Department of Public Health, including San Francisco General Hospital, Laguna Honda Hospital, Public Health Programs and Mental Health Programs which include forensic and substance abuse services; exercises supervision and coordination of fiscal activities to ensure conformance with departmental policies and goals; assists in the resolution of fiscal, legal and administrative problems in departmental operations or in department relations with other county departments, governmental units and private agencies.

2. Directs the planning, development, preparation, and final fiscal review of the annual City budget of all hospitals, divisions and bureaus for submission to appropriate city agencies; reviews and approves supplemental appropriation requests, transfer of funds, allotment requests and lease agreements; participates in departmental budget hearings and in budget negotiations with City bureaus.

EXAMPLES OF DUTIES: (Cont.)

3. Reviews, develops, and implements policies and procedures for the preparation, maintenance and control of departmental budgetary, accounting and related fiscal activities to ensure consistency among all units and compliance with current legislation and regulations; maintains liaison with State and Federal agencies regarding pending or recently enacted legislation or regulations.

4. Provides fiscal review of new and renewal grant applications and contracts; provides assistance and consultation to departmental staff in contracts and grants management.

5. Directs the internal auditing of all department financial operations; directs the audits of officers and employees of the department charged with the custody, collection, and disbursement of funds.

6. Directs the preparation of a wide variety of financial reports relating to departmental operatons; coordinates the preparation and implementation of department-wide studies and projects.

7. Plans, organizes and recommends to the Director of Public Health and/or Health Commission methods of obtaining additional revenue for the department such as federal grants, bond funds, purchase and lease activities; directs studies relative to proposed revenue issues.

8. Represents the Director of Public Health and/or Health Commission at hearings of legislative and administrative bodies of Federal, State and City agencies in connection with the financial matters of the department.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of: Theory, principles and practices of accounting, reimbursement, budget development and control, contract management, auditing and related fiscal procedures and their application to government and hospital fiscal operations; principles, practices, techniques and trends of health care administration, finance, planning and program management; laws, ordinance and regulations governing the financial and budgetary operations of the Department of Health.

Ability to: Effectively manage and supervise the overall financial operations of the entire department, including those of an acute care teaching facility, long term rehabilitative facility and community public health and mental health programs; analyze and evaluate complex administrative, budgetary, fiscal, organizational and managerial problems; analyze complex records, reports and financial statements; design, implement and maintain complex financial accounting systems and departmental policies and procedures; communicate information and recommendations effectively, both verbally and in writing, and maintain effective working relationships with a variety of government officials, staff and the public concerning the fiscal operations of the Health Department.

ADOPTED: 10/4/71

AMENDED: 2/20/80; 12/15/86

#0031m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONSUMER ACCOUNTS ASSISTANT SUPERVISOR CODE: 1668

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the general overall administration and direction of the consumer accounts unit of the Water Department Commercial Division engaged in the preparation and processing of consumers' water bills; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies and methods in accordance with established rules, regulations, procedures and rates applicable to water consumer billing operations; achieving moderate economies and/or preventing moderate losses through efficient supervision of the billing procedures; contacts with consumers, other employees and representatives of outside organizations for furnishing or obtaining information on water rates and billing matters; preparation of consumer bills and maintenance of related accounting records.

EXAMPLES OF DUTIES:

1. Assists in supervising the preparation of all consumer water bills, including computation of individual amounts owed on the basis of applicable rate schedules; assists in supervising the maintenance of related consumer account records, pre-auditing of all meter-read books, and all other related operations dealing with the preparation, processing and accounting of consumer bills.

2. Assists in the in-service training of all new employees; interprets department policies, rules and regulations; explains application of established water rate schedules in the computation and preparation of consumer bills; makes changes in established procedures, as necessary, to improve operations.

3. Assists in the direct supervision and assumption of responsibility of employees engaged in the preparation and maintenance of consumer account records, printing consumer bills, new master cards and meter-field sheets; also, in pre-auditing meter-read books and detailed billing and auditing procedures.

4. Supervises the changing of customer address stencil records, meter-read field sheets, customer master cards and customer accounts receivable records.

5. Assists in the preparation of annual budget estimates for personal services, non-personal services and equipment; subsequently assists in controlling expenditures within approved appropriations.

6. Assists in supervising the compilation of data for various annual and special reports, such as rate study analyses, meter counts, meter tests, water sold in suburban areas, changes in non-paying municipal accounts, charges for paying accounts, sales to private vendors and other special reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school, including or supplemented by commercial and business courses, and at least six years of experience in progressively responsible water department duties; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires broad working knowledge of commercial division operations, specifically those applicable to consumer billing and accounting procedures.

Requires skill, aptitude and close attention in supervising consumer billing and accounting details, and demonstrated supervisory and leadership ability to assist in successfully organizing and supervising important office operations.

PROMOTIVE LINES:

To: Consumer Accounts Supervisor

From: Senior Utility Billing Clerk

Revised 10/5/61

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: FINANCIAL SYSTEMS SUPERVISOR **JOB CODE: 1670**
Business Unit: COMMN

DEFINITION:
Under general direction, supervises the financial systems operations and/or a staff of system accountants and other professional accountants participating in the analysis, development and implementation of complex accounting, financially oriented accounting systems for compatibility with City-wide or Community College District systems; is responsible for the resolution of system reporting and reconciliation problems involving a variety of computerized financial systems, coordinating changes to these systems as necessary, maintaining the integrity of computerized financial records, and directing the computer support unit of a Financial Operations Division or coordinating with the Information Technology Services Department of the Community College; and performs related duties as required

DISTINGUISHING FEATURES:
Positions in this class are distinguished from class 1657 Senior Systems Accountant by the latter's limited supervisory responsibility for overseeing specific projects. This class is distinguished from class 1675 by the latter's responsibility for directing the fiscal activities and services of a large department.

SUPERVISION EXERCISED:
Supervises a group of staff accountants.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plans, assigns, trains, supervises and reviews the work of a group of accountants engaged in the reconciliation and analysis of financial systems accounts; instruct subordinates in the more difficult and complex work; directs a computer operation support unit engaged in the production of financial systems reports.

2. Resolves complex reconciliation problems and provides assistance to departments regarding account reconciliation issues; identifies and resolves problems that require changes to existing system operation procedures and documentation, and recommends changes to the computer logic of the system when appropriate.

3. Directs the analysis and evaluation of the need for systems modification and the development of effective solutions for reporting, enhancements and testing; prepares proposals and plans for the installation of new or revised procedures and monitors implementation; recommends sub-systems modifications to assure systems compatibility.

4. Develops accounting and fiscal policy guidelines for a department compatible with City-wide or Community College financial management information systems; develops long-term project plans.

5. Identifies new financial system reporting requirements as a result of interpretation of new legislation or regulations, and in response to financial system user requests; makes changes in the existing documentation or recommends and coordinates system enhancements with other divisions and sections.

6. Directs the development of training programs for the installation of new or revised procedures; acts as liaison with senior level departmental fiscal personnel and provides guidance on new or revised procedures; coordinates changes to the financial accounting system with information services/finance divisions and sections.

7. Coordinates the annual year-end closing process of accounting records and new year operational requirements; updates and revises instructions.

8. Assesses accounting operation section/business office needs for automation and prioritizes them; reviews and documents new system enhancements and provides the necessary training to the staff and departmental users.

9. Maintains and controls the integrity of computerized financial data structure; ensures that the system's files are properly updated by records from financial system reports.

10. Informs, trains and serves as a resource person to staff and departmental users regarding changes to reporting requirements involving new and existing financial policies and procedures and computer system enhancements; directs the issuance of written accounting guidelines for changes to fund structures and financial data structures.

11. Prepares a variety of written reports and recommendations.

12. Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: modern accounting and auditing methods and techniques, particularly as they apply to governmental accounting principles and practices; application of electronic data processing to financial information systems; office administration and management techniques.

Ability to: plan, assign, direct, schedule and review the work of professional accountants; apply modern fiscal management and data processing techniques to departmental fiscal operations; analyze and evaluate complex reconciliation and financial system problems and plan effective solutions; deal effectively and courteously with fiscal officers and data processing staff; train staff and conduct workshops on new financial procedures and methods; communicate effectively orally and in writing.

JOB CODE TITLE: FINANCIAL SYSTEMS SUPERVISOR **JOB CODE: 1670**
Business Unit: COMMN

EXPERIENCE AND TRAINING GUIDELINES:

Education: A Baccalaureate degree from an accredited university or college with major course work in accounting, finance, business administration or a related field. Such education must include at least 12 semester units in accounting. Units in computer science are highly desirable; **AND**

Experience: Eight (8) years of professional accounting or other related professional level experience which include analytical or problem solving work with an automated financial system, preferably with a governmental system, at a level performing difficult and responsible accounting and reporting work, supervising subordinate accountants, and preparing financial records and reports.

Substitution: Additional professional accounting experience in computerized governmental financial systems may be substituted for up to two (2) years of required education on a year-for-year basis (30 semester units/45 quarter units equal one year). No substitution may be made for the 12 semester units in accounting. A Master's degree in accounting, business administration, computer science or closely related field may substitute for one (1) year of professional accounting experience.

EFFECTIVE DATE: 12/15/99

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONSUMER ACCOUNTS SUPERVISOR CODE: 1670

CHARACTERISTICS OF THE CLASS:

Under general direction, exercises responsible charge of the consumer accounts unit of the water department commercial division engaged in the preparation of consumers' water bills and the preparation and maintenance of related consumer account records; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies and methods in accordance with established rules, regulations, procedures and rates applicable to water consumer billing operations; achieving moderate economies and/or preventing moderate losses through efficient supervision of the billing procedures; making contacts with consumers, other employees and representatives of outside organizations for furnishing or obtaining information on water rates and billing procedures; the preparation of detailed consumer bills and maintenance of related accounting records.

EXAMPLES OF DUTIES:

1. As head of consumer accounts unit, supervises the preparation of all consumer water bills including computation of individual amounts owed on the basis of applicable rate schedules; supervises the maintenance of related consumer account records, pre-auditing of all meter-read books, and all other related operations dealing with the preparation, processing and accounting of consumer bills.

2. Recommends changes affecting department policies; makes changes that apply to procedures in the consumer accounts unit; makes suggestions for the overall improvement of billing operations.

3. Prepares annual budgetary estimates for funds required for personal services, non-personal services and equipment; subsequently controls expenditures within the approved ~~budgetary~~ appropriations.

4. Supervises compilation of data and preparation of periodic and special reports, including rate study analyses, meter counts, meter tests, water sold in suburban areas, changes in non-paying municipal accounts, charges for paying accounts, meter deliveries, sales to private vendors and other similar or special matters.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school, including or supplemented by commercial or business courses, and at least nine years of experience in water department operations, particularly as applied to activities in the commercial division, at least five years of which shall have been in a responsible supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough working knowledge of commercial division operations and specifically those applicable to consumer billing and accounting procedures.

Requires skill, aptitude and close attention in supervisory consumer billing and accounting details, and demonstrated supervisory and leadership ability to successfully organize and direct important office operations.

PROMOTIVE LINES:

To: Commercial Division Assistant Manager

From: Consumer Accounts Assistant Supervisor

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FINANCIAL SYSTEMS OPERATIONS SUPERVISOR CODE: 1671

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises the financial systems operations of the Controller's Office and coordinates these activities with other sections within the Controller's Office and accounting units of City departments; is responsible for the resolution of system reporting and reconciliation problems involving a variety of computerized financial systems, coordinating changes to these systems as necessary, maintaining the integrity of computerized financial records, and directing the computer support unit of the Financial Operations Division; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification reports to the Accounting Operations Manager of the Controller's Office. It is distinguished from Chief Systems Accountant in that the latter supervises the development or modification of financial systems whereas the former supervises the maintenance of the various operating financial systems and resolves problems by changing existing financial operation procedures when possible or recommending system development as required.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed: (CSC Rule 7)

1. Plans, assigns, trains, supervises and reviews the work of a group of accountants engaged in the reconciliation and analysis of financial systems accounts; directs a computer operation support unit engaged in the production of financial systems reports for the Controller's Office.
2. Resolves complex reconciliation problems and provides assistance to departments regarding account reconciliation issues; identifies and resolves problems that require changes to existing system operation procedures and documentation, and recommends changes to the computer logic of the system when appropriate.
3. Identifies new financial system reporting requirements as a result of interpetation of new legislation or regulations, and in response to financial system user requests; makes changes in the existing documentation or recommends and coordinates system enhancements with the Financial System Development Section, Information Services Division, and Accounting Operations Section of the Controller's Office.
4. Coordinates the annual year-end closing process of the City's accounting records and new year operational requirements; updates and revises instructions and conducts City-wide workshops.
5. Assesses the Accounting Operation Section's needs for automation and prioritizes them; reviews and documents new system enhancements and provides the necessary training to the staff and departmental users.
6. Maintains and controls the integrity of the City-wide computerized financial data structure; ensures that the system's files are properly updated by records from financial system reports.
7. Informs, trains and serves as a resource person to staff and departmental users regarding changes to reporting requirements involving new and existing financial policies and procedures and computer system enhancements; directs the issuance of written accounting guidelines for changes to fund structures and financial data structures.

CLASS TITLE: FINANCIAL SYSTEMS OPERATIONS SUPERVISOR CODE: 1671

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: modern accounting and auditing methods and techniques, particularly as they apply to governmental accounting; application of data processing to financial information systems; office administration and management techniques.

Ability to: plan, assign, direct, schedule and review the work of professional accounting and systems operations staff; apply modern fiscal management and data processing techniques to City-wide and departmental fiscal operations; analyze and evaluate complex reconciliation and financial system problems and plan effective solutions; deal effectively and courteously with fiscal officers and data processing staff of City departments; train staff and conduct workshops on new financial procedures and methods; communicate effectively in writing.

ADOPTED: 1-8-90

#4085c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ACCOUNTING OPERATIONS MANAGER CODE: 1673

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, manages the financial accounting and systems operations of the Controller's Office; participates in the development of, and implements, financial accounting polices and procedures to ensure that all City departments comply with legal and fiscal provisions governing revenues and expenditures; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification reports to the Financial Operations Director. It is responsible for managing, through subordinate supervisors, the City's centralized accounting operation functions including fund accounting, receipts and disbursements, and financial systems operations.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Manages the City-wide centralized processing of budget, fund accounting, revenue, disbursement, warrant issuances/disposition and account reconciliation activities.
2. Directs the review and processing of departmental budgets and financial documents into the centralized management information systems; directs and coordinates the quarterly expenditure projection process.
3. Plans and administers the annual fiscal year-end closing process; reviews, approves and monitors implementation of the City-wide processing plan for new year operations and year-end closing activities; directs and approves the formulation and administration of enhanced procedures for the new year processing.
4. Directs the proper and timely centralized recording of receipts, distribution of vendor warrants, authorization of release of payroll checks to City departments, and administration of warrant processing systems.
5. Directs the development and maintenance of an automated centralized accounting system for all federal grants and entitlements in order to ensure the effective implementation of the single audit act requirements.
6. Directs and coordinates financial systems operations of the Controller's Office (except Payroll); reviews and approves the annual scheduling plan of the various financial systems operations; provides direction, sets priorities and monitors resolution of identified system problems and reconciliation issues.
7. Recommends and administers policies and procedures for financial and accounting controls; directs issuances and documentation of written accounting guidelines for newly created fund structures in compliance with City resolutions and ordinances.
8. Meets and confers with departmental fiscal personnel to discuss and resolve budget and accounting problems and communicate accounting or systems operational changes prior to implementation.
9. Defines needs for office automation and coordinates long-term systems development and enhancements required to support new accounting policies and procedures with the financial systems staff; develops short-term automated processes in order to provide information required by the external auditors, management, Mayor or the Board of Supervisors.

CLASS TITLE: ACCOUNTING OPERATIONS MANAGER CODE: 1673

EXAMPLES OF DUTIES: (Cont.)

10. Directs and performs administrative functions for the financial operations staff of the Controller's Office including personnel planning, preparing and monitoring the budget, and establishing and monitoring accomplishments of goals and objectives.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: modern accounting and auditing methods and computerized accounting systems, particularly as they apply to governmental accounting; the principles of organization and management and the workings of municipal government.

Ability to: plan, assign, direct, review and coordinate the activities of a large staff engaged in a complex financial operation; analyze, evaluate and resolve routine and complex systems and operation problems; understand mandated performance requirements of the Controller's Office; evaluate, formulate and implement administrative and fiscal policies and procedures; deal effectively and courteously with a variety of individuals including elected and appointed officials, fiscal officers of City departments, representatives of State and Federal agencies, and senior management levels of public accounting firms; make public presentations and conduct city-wide workshops.

ADOPTED: 1-8-90

#4086c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ACCOUNTS BUREAU ASSISTANT DIRECTOR CODE: 1674

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, assists in administering the accounting and fiscal program for all departments under the jurisdiction of the public utilities commission; exercises general direction and supervision over several organizational accounting units engaged in the maintenance of funding and proprietary accounts and the auditing of lessee records; makes special rate analyses and recommends establishment of proper rate schedules for the leasing of utilities properties and concessions; acts for the director in his absence; and performs related duties as required.

Requires considerable responsibility for: carrying out, developing, interpreting, coordinating and enforcing policies, methods and procedures relating to the maintenance of complex accounting records and reports and general fiscal matters; making regular contacts with persons in other departments, representatives of outside organizations and groups and legislative bodies for the purpose of furnishing or obtaining information, explaining and interpreting procedures and regulations relating to utilities accounting and fiscal problems; supervising the preparation, review and maintenance of important detailed and complex accounting and fiscal records and reports affecting operations and maintenance of several large utilities.

EXAMPLES OF DUTIES:

1. Assists in directing and coordinating the accounting functions of departments and bureaus under the jurisdiction of the public utilities commission; reviews and analyzes accounting and financial statements and recommends approval or changes deemed desirable; supervises the auditing of accounts of various lessees; reviews and analyzes audit reports and makes recommendations for approval or changes thereon.

2. May represent the commission at hearings and meetings of official bodies.

3. Prepares data and makes recommendations relative to the determination of financial policies of the commission, including analyses to establish proper rate schedules and the preparation of leases for various utilities properties and concessions.

4. Supervises and audits the preparation of budget requests and makes studies and analyses of budget requests and estimates submitted by department and bureau heads, and prepares reports thereon; prepares a consolidated budget for all operating units.

5. Supervises budgetary control and investigates the need for proposed supplemental appropriations or transfer of funds requested by department heads.

6. Reviews and coordinates inventory control procedures.

CLASS TITLE: ACCOUNTS BUREAU ASSISTANT DIRECTOR (continued) CODE: 1674

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, preferably including specialized course work in municipal or governmental accounting.

Requires at least eight years of progressively responsible financial and accounting experience, including four years of responsible supervisory experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the operations of all the public utilities and their functions; funding and proprietary accounting; budgetary and fiscal procedures and pertinent laws, regulations and provisions relating to utilities fiscal and accounting matters.

Requires ability to: direct and supervise the work of accounting and auditing staffs; speak effectively and deal courteously, effectively and tactfully with representatives of other departments, outside organizations and legislative bodies; prepare clear, concise and accurate accounting records and reports.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Chief Accountant
Head Accountant

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SUPERVISING FISCAL OFFICER CODE: 1675

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, directs the fiscal activities and services of a large department; plans and coordinates budgeting, accounting, internal auditing, revenue collection, payroll preparation, and verification, purchasing, contractual agreements and grant administration; participates in the location and obtaining of fiscal support from sources external to the City; performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from class 1658 Chief Accountant by its responsibility for directing the diverse and complex fiscal activities of a large department. It is distinguished from other management level fiscal classifications by its responsibility for locating, obtaining, and monitoring funds from sources external to the City.

EXAMPLE OF DUTIES:

1. Directs all accounting and fiscal functions of a large department; exercises supervision, coordination and control of the activities of the Accounting Division.
2. Analyzes departmental reports, programs, budget requests, supplemental appropriations, requests for additional positions or allotments, transfer of funds and makes or directs investigative reports and recommendations thereon; when requested by the General Manager, approves budget requests and other fiscal matters.
3. Analyzes accounting, financial, and budgetary workloads and reviews programming with subordinate personnel to determine the most practical and efficient manner of performing the work of the division; analyzes applicable laws, regulations, office methods, ruling and procedures as they pertain to the work of the division.
4. Represents the General Manager at meetings with administrative officials, legislative bodies, representatives of employee organizations and the general public in furnishing and exchanging information, explaining policies, procedures and regulations on complex fiscal, budgetary, or accounting matters. Maintains contacts for fiscal matters that may be of concern with the Mayor's Office, Board of Supervisors and the Controller.
5. Directs the internal auditing of all departmental financial operations; directs the audits of officers and employees of the department charged with the custody, collection and disbursement of funds; directs the audits of all federally-assisted contracts.
6. Reviews and coordinates inventory and fixed asset control procedures; reviews leases, permits, and other income from property and funds under the jurisdiction of the Department.
7. Reviews proposals for obtaining financial aid from federal and state funds, recommends changes and modifications and seeks alternate funding sources.
8. Analyzes agreements and contracts pertaining to wage and fringe benefits negotiate through Charter provisions and makes recommendations concerning their fiscal impact on the Department.
9. Assists in planning and directing financial and economic feasibility studies whenever a proposed bond issue is to be submitted to the electorate.
10. Represents the General Manager at hearings of legislative and administrative bodies of federal, state and city in connection with the financial matters of the department.

CLASS TITLE: SUPERVISING FISCAL OFFICER CODE: 1675

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree with major course work in accounting or finance, preferably including specialized courses in Municipal or Governmental accounting and finance.

Requires ten years of progressively responsible accounting and financial experience, including five years of responsible supervisory, management and administrative experience or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: modern accountting, auditing and related fiscal methods and procedures particularly as they apply to the City and County; laws and ordinances and regulations governing the financial and budgetary operations of a large department, modern management techniques and methods.

Requires considerable ability to: direct, supervise and coordinate the work of accounting, budgeting, auditing, grant administration, revenue collection, payroll, and purchasing staffs; exercise sound judgement and make independent analysis and recommendation on difficult administrative and fiscal problems; develop and install new procedures and methods of operation; speak and write effectively; deal effectively, courteously and tactfully with department heads, subordinates, and others, including the general public.

Requires unusual skill in the application of accounting, auditing and finance principles and techniques to a wide variety of operating problems.

NEW CLASS

ADOPTED: 2-21-78

AMENDED: 4-2-79

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: Finance Bureau Director, Public Utilities Commission **JOB CODE: 1677**
Business Unit: COMMN

DEFINITION:

Subject to the policy determination of the Public Utilities Commission (PUC) and/or the administrative approval of the General Manager, PUC and technical direction of the Assistant General Manager, Finance/Administration; acts as the principal financial assistant to the General Manager; serves as the chief financial and economic officer for the Public Utilities Commission; exercises financial management over the departments and bureaus related to budget such as Hetch Hetchy Water and Power, Utilities Engineering Bureau and Clean Water Program; directs the activities of all departments and bureaus related to budget and program preparation and evaluation, accounting, grant administration and revenue and collections.

Requires major responsibility for originating and executing financial and accounting policies and procedures affecting all departments and bureaus of the PUC; making regular important contacts with government officials, legislative bodies, and outside groups and organizations; handling difficult negotiations in connection with the financial and economic activities of the PUC; directing the preparation and evaluation of a wide variety of financial reports relating to PUC; working with financial consultants in reflecting and assuring a viable current asset position and in the sale of bonds.

SUPERVISION EXERCISED:

This position directs the Public Utilities Commission's Finance Bureau.

EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to 1677 Finance Director and are not intended to be an inclusive list.

1. Directs the financial management functions and activities of all departments and bureaus of the Public Utilities Commission, including Hetch Hetchy Water and Power, Clean Water Program, Bureau of Light, Heat and Power, Utilities Engineering Bureau and other Bureaus of the PUC.
2. Directs budget and program activities for all departments and Bureaus of PUC, including budget preparation, headings and consolidation; presents and reviews estimates with appropriate City officials; prepares, reviews and approves or disapproves, supplemental appropriation requests, transfer of funds, and allotment requests; evaluates the actual performance of the departments and Bureaus compared to budget estimates.
3. Directs the accounting activities for all departments and bureaus of PUC; directs the preparation of a wide variety of financial reports and analyses relating to the responsibilities and operations of PUC.
4. Manages the financial activities for all PUC grant projects and programs; initiates and reviews audits of grant projects and programs; initiates and reviews audits of grant contractors; directs planning efforts to insure adequate cash flow of authorized funds from grantors; coordinates all applications for and subsequent administration of Federal and State grants.

5. Directs the revenue and collections functions related to the receipt, accounting for and deposit of all revenue due PUC.
6. Represents PUC at Federal, State and City hearings of legislative and administrative bodies in connection with financial and economic matters; acts for the General Manager in maintaining liaison with the Mayor's office, Board of Supervisors and Controller in all financial and economic matters.
7. Plans and directs the financial and economic feasibility studies necessary for proposed bond issues to be submitted to the electorate by PUC.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Principles and techniques of modern public financial management, including revenue accounting, appropriation accounting, bond fund management, pertinent laws, regulations and provisions relative to financial activities of large public utilities; principles of organization and management and workings of municipal government.

Skill in: Communicating effectively both verbally and in writing with a wide range of audiences

Ability to: Plan, direct, review and coordinate the fiscal activities of several large utilities; direct financial analysis and make recommendations on difficult administrative and fiscal problems; effectively represent PUC before legislative bodies and community groups

EXPERIENCE AND TRAINING GUIDELINES:

1. Possession of a bachelor's degree from an accredited college or university with a major in accounting, business, public administration or related field is preferred; AND

2. Demonstrated track record of successfully managing the financial operations of an organization with a large and diverse workforce; experience in the field of public financial management, including supervisory, management and administrative experience and ability to analyze technical and administrative problems.

Effective: 7/2/79
Retitled &Amended: 8/18/00
Reason for Amendment: To retitle classification and accurately reflect current tasks, knowledge, skills and abilities for this job class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FINANCIAL OPERATIONS DIRECTOR CODE: 1678

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, directs the fiscal operations of the Controller's Office; plans and administers the City's central budgeting, accounting, financial systems and financial reporting functions; participates in the formulation of city-wide policies and procedures that establish standardized fiscal, accounting, systems and reporting practices in connection with the Controller's responsibility as chief financial officer of the City and County; performs related duties as required.

DISTINGUISHING FEATURES:

This single position classification, reporting directly to the Controller, is responsible for administering all fiscal activities and services of the Controller's Office with the exception of payroll. The employee serves as chief financial operations advisor to the Controller and as chief line manager for all financial, accounting, reporting and systems related positions.

EXAMPLES OF DUTIES:

1. Directs development, implementation and operation of financial and accounting policies and procedures for the Controller's Office and, as applicable, for the City and County as a whole; develops training methods to insure that policies and procedures operate as intended city-wide.
2. Plans, implements and operates the computerized financial systems required to effectively manage the fiscal activities of the Controller's Office; supervises the processing and control of all City financial transactions into a centralized management information system; provides advice and assistance to City departments on the development and implementation of financial systems.
3. Develops short and long range operational plans with the Controller, Chief Assistant Controller and other managers to meet the objectives of the Controller's Office; analyzes workloads and establishes standards of performance for subordinate personnel; determines budgetary and personnel requirements for the Financial Operations Division.
4. Manages the city-wide accounting and budget processing activities of the Controller's Office; directs the production and distribution of ongoing accounting and budgetary reports and information; oversees the timely closing of the annual accounting records and preparation for the annual audit; directs the processing and balancing of the City budget in support of the Mayor and Board of Supervisors.
5. Directs the preparation and analysis of a wide variety of financial statements and reports for the City and County, including the City's Annual Report; works with fiscal consultants to properly present the City's fiscal position for the sale of bonds.
6. Represents the Controller in meetings with administrative officials, legislative bodies, department heads, state and federal representatives, investment bankers, financial consultants and other key officials in the public and private sectors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in accounting, finance, or business administration, preferably including specialized courses in computer science and governmental or municipal accounting and finance.

CLASS TITLE: FINANCIAL OPERATIONS DIRECTOR CODE: 1678

MINIMUM QUALIFICATIONS: (Cont.)

Requires ten years of progressively responsible accounting and fiscal experience, including five years of responsible supervisorial, managerial, and administrative experience, preferably in government. A Masters Degree in Business Administration may be substituted for three years of non-administrative experience.

Knowledge, Ability and Skills: Requires comprehensive knowledge of the principles and techniques of modern public financial management, especially as applied to fiscal, accounting, and systems operations. Requires a knowledge of the principles of organization, management, and supervision and operations of municipal government and the economic and political environment in which it functions.

Requires ability to plan, direct, and control a complex financial operation and make difficult managerial decisions that not only impact on the Controller's operations but the City at large; ability to analyze existing operations and recommend and implement both revised and new policies, procedures and systems; ability to speak and write effectively; ability to deal courteously and tactfully with department heads, subordinates, key officials in the public and private sectors, and the general public.

Requires skill in the application of fiscal, accounting, and systems principals and techniques to complex financial operations and to the solutions of a wide variety of problems that are generated by those operations.

NEW CLASS

ADOPTED: 4-6-81

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FINANCIAL REPORTS SPECIALIST CODE: 1679

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, directs the fiscal reporting functions of the City and County; coordinates specialized administrative work in connection with external financial reporting for the general City and County, consolidated reporting responsibility for the School District, Community College, non-profit organizations and related entities; coordinates technical decisions, audit programs, standards and reporting to insure integration of financial policy decisions with the comprehensive fiscal reporting standards established by the City and County; and performs related duties as required.

DISTINGUISHING FEATURES:

The employee in this single position class reports to the Chief Assistant Controller and is distinguished from other fiscal positions by its responsibility for directing the diverse and complex fiscal reporting functions of the City and County. The position requires major responsibility for originating and executing financial and accounting policies and procedures affecting all City external financial reporting. Regular important contacts are made with government officials, legislative bodies, financial consultants, and outside groups and organizations. This position requires a high degree of analytical and financial reporting skill, a comprehensive knowledge of municipal fiscal reporting and the ability to present complex financial data in a clear and comprehensive manner. An employee receives broad policy guidance and then is responsible for organizing and carrying out all technical features of the work with a high degree of independence.

EXAMPLES OF DUTIES:

1. Directs and coordinates the preparation of important financial reports for the City and County and related entities; analyzes and reviews existing methods and procedures relative to the development of new methods and systems for accounting and recording transactions within the accounts of the City and County.
2. Administers and directs the execution of the Controller's external reporting policies; confers with and directs division heads and departmental fiscal personnel on external accounting, auditing, reporting and related matters.
3. Meets and confers with various officials, authorized representatives of City and County departments and related entities and outside governmental agencies in connection with fiscal matters and reporting for the City and County and related agencies.
4. May represent the Controller at hearings of legislative and administrative bodies of Federal, State, City and financial consultants in connection with the financial reporting policies and practices of the City.
5. Serves as liaison between the Controller, School District, Community College, non profit entities, enterprise activities and other entities to coordinate and implement fiscal reporting practices and policies.
6. Coordinates and directs the preparation of the consolidated City financial report.
7. Coordinates and directs the preparation of Securities and Exchange Commission required financial reports in connection with City bond offerings and other long term indebtedness.
8. Directs the preparation of interim external financial reports and analyses; prepares special memoranda, letters, reports and statements as requested by the Controller or his Chief Assistant.

CLASS TITLE: FINANCIAL REPORTS SEPCIALIST CODE: 1679

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or univeristy with a baccalaureate degree, with major course work in Accounting, preferably including specialized course work in municipal or governmental accounting.

Requires ten years of progressively responsible accounting experience, including five years of responsible administrative experience, including work in the preparation of consolidated complex published accounting statements; or an equivalent combination of training and experience.

Knowledge, Abilities and Fiscal Skills: Requires comprehensive knowledge of: modern accounting and reporting methods and techniques, particularly as they apply to municipal and governmental accounting; the financial reporting and accounting functions of municipal government; pertinent laws, policies and regulations governing financial reporting for the City and County and related entities;modern office techniques, methods and management.

Requires considerable ability to: plan, assign, direct and review the work of professional accounting and auditing personnel; analyze and evaluate complex financial statements, records and reports and make sound conclusions and recommendations therefrom; deal effectively and courteously with departmental personnel, the general public and outside government agencies.

Requires unusual skill in the application of accounting and auditing principles and techniques to external financial reporting problems.

ADOPTED: 8-20-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF ASSISTANT CONTROLLER CODE: 1680

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, assists in directing all accounting and auditing functions of the controller's office; performs highly responsible and specialized financial and accounting administrative work in connection therewith; and performs related duties as required.

Requires major responsibility for: coordinating, originating and executing financial and accounting policies and methods affecting all units of the controller's office; making continuous contacts with city officials and representatives of outside organizations and agencies in connection with the inperpretation and explanation of policies, rules and procedures governing the operation of the controller's office, and the handling of municipal funds; the preparation, maintenance and review of important detailed financial, auditing and accounting records and reports.

EXAMPLES OF DUTIES:

1. Assists in planning, assigning and directing the accounting, auditing and clerical activities of the controller's office.

2. Analyzes and reviews existing methods and procedures relative to the development of new methods and systems for accounting, recording and controlling the accounts of the city and county.

3. Administers and directs the execution of the controller's policies; confers with and directs subordinate division heads on accounting, auditing and related matters.

4. Reviews and approves staff reports, fiscal documents and correspondence; signs warrants, contracts, documents and correspondence for the controller within prescribed limits.

5. Meets and confers with various officials and authorized representatives of city and county departments and outside governmental agencies in connection with fiscal and accounting matters for the controller's office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in accounting, preferably including specialized course work in municipal or governmental accounting.

Requires ten years of progressively responsible auditing and accounting experience, including five years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: modern accounting and auditing methods and techniques, particularly as they apply to municipal and governmental accounting; the financial auditing and accounting functions of the municipal government and all laws, ordinances and regulations governing the operations of the controller's office; modern office techniques, methods and office management.

Requires considerable ability to: plan, assign, direct and review the work of professional and sub-professional accounting and auditing personnel; analyze and evaluate complex financial statements, records and reports and make sound conclusions and recommendations therefrom; design, install and maintain complex financial and accounting systems; deal effectively and courteously with departmental personnel, the general public and outside government agencies.

Requires unusual skill in the application of accounting and auditing principles and techniques to practical operating problems.

PROMOTIVE LINES:

No line of promotion - position exempt from examination.

(New Class)
Abolishes: 1676 Accounts
Bureau Director

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT GENERAL MANAGER, FINANCE
PUBLIC UTILITIES COMMISSION

CODE: 1681

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the Public Utilities Commission and/or the administrative approval of the General Manager of the Public Utilities Commission, acts as the principal finance assistant to the General Manager; serves as the chief accounting officer for the Public Utilities Commission in directing the financial and economic activities and services of several large public utilities; directs the preparation of the annual budget and the administration and review of fiscal, organizational, management and procedural operations of the various utilities as they relate to the formulation and administration of the financial operations of the Commission; acts as or for the General Manager as directed; and performs related duties as required.

Requires major responsibility for: Coordinating, originating and executing financial and accounting policies affecting all departments and bureaus of the Public Utilities Commission; making continuing important contacts with government officials, legislative bodies and outside groups and organizations and handling difficult financial negotiations in connection with the financial and economic activities of the Public Utilities Commission; directing the preparation and approving a wide variety of financial reports relating to the Public Utilities Commission operations.

EXAMPLES OF DUTIES:

1. Directs all accounting and fiscal functions and activities of all departments, officers and subdivisions of the Public Utilities Commission, including the Airport, Municipal Railway, Water Department, Hetch Hetchy Water and Power System, and the Bureau of Light, Heat and Power; directs and coordinates the fiscal transactions relating to the operation, maintenance, extension, replacement and value of property under the jurisdiction of the Public Utilities Commission.
2. Directs the preparation of budgets of all departments and bureaus of the Public Utilities Commission; consolidates budget estimates and transmits them to the appropriate City officials within prescribed time limits.
3. Conducts departmental budget hearings with all departments and bureaus of the Public Utilities Commission; reviews supplemental budgets, transfer of funds, allotment requests and approves or disapproves same.
4. Directs the internal auditing of all departments under the jurisdiction of the Commission; directs the audits of miscellaneous officers and employees of the Public Utilities Commission charged with the custody, collection, and disbursement of funds.
5. Directs the preparation of a wide variety of financial reports relating to the responsibilities and operations of the Public Utilities Commission.
6. Aids in negotiation of multi-million dollar agreements and contracts with private business concerns in connection with concessions at the San Francisco International Airport and other utilities.
7. Plans, organizes and recommends to the General Manager of the Public Utilities Commission various ways of obtaining financial aid for the Public Utilities such as federal grants, bond funds, purchase and lease corporations.
8. Represents the General Manager and/or the Public Utilities Commission at hearings of legislative and administrative bodies of Federal, State and City in connection with the financial matters of the Public Utilities Commission.

CLASS TITLE: ASSISTANT GENERAL MANAGER, FINANCE
PUBLIC UTILITIES COMMISSION

CODE: 1681

EXAMPLES OF DUTIES: (contd)

9. Maintains contacts for all financial matters with the Mayor's Office, Board of Supervisors, and the Controller by acting as liaison agent for the General Manager.

10. Plans and directs the financial and economic feasibility studies necessary whenever a proposed bond issue is to be submitted to the electorate by the Public Utilities Commission.

11. Reviews from a financial viewpoint all leases and permits of land under the jurisdiction of the Public Utilities Commission.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with major course work in accounting or finance preferably including specialized courses in municipal or governmental accounting and finance.

Requires ten years of progressively responsible auditing and accounting and financial experience, including five years of responsible supervisory, management and administrative experience or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Modern accounting, auditing and related fiscal methods and procedures particularly as they apply to the City and County; laws and ordinances and regulations governing the financial and budgetary operations of the Public Utilities; modern management techniques and methods.

Requires unusual ability to: Plan, direct and review the work of a large professional and subprofessional accounting, auditing and fiscal staff; analyze and evaluate complex financial statements, records and reports and make sound conclusions therefrom; design, install and maintain complex financial accounting systems; deal effectively and courteously with departmental personnel, the general public and outside governmental agencies in connection with the fiscal operations of the Public Utilities Commission.

Requires unusual skill in the application of accounting, auditing and finance principles and techniques to a wide variety of operating problems.

PROMOTIVE LINES:

No normal line of promotion - position exempt from examination

ADOPTED: 3/4/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONTROLLER CODE: 1682

CHARACTERISTICS OF THE CLASS:

Subject to executive approval, serves as controller, county auditor and chief accounting officer of the city and county; carries out the fiscal responsibilities required of this office by charter, ordinances, state laws and other regulatory actions; and performs related duties as required.

Requires major responsibility for: developing, approving and executing all policies and procedures relating to the fiscal responsibilities of the office; controlling the receipt, expenditure and accounting for of all city and county funds; making continuous responsible contacts with governmental officials, legislative bodies and outside groups and organizations in the interpretation of fiscal policies and regulations and in handling difficult financial negotiations; directing the preparation of and approving a wide variety of specialized and complex reports and documents relating to the fiscal activities of the city and county.

EXAMPLES OF DUTIES:

1. Exercises supervision over the accounts of all officers, commissions, boards and employees of the city and county charged with the receipt, collection or disbursement of city and county funds or other funds in their capacities as city and county officials or employees.

2. Prescribes to city officers, boards, commissions and employees the methods to be used in installing, keeping and rendering accounts and financial reports on the handling of city funds.

3. Directs the maintenance of accounts showing the financial transactions of all departments, officers and other subdivisions of the city and county; directs the audit of accounts of all boards, officers, commissions and employees of the city and county charged with the custody, collection or disbursement of funds; directs the preparation and furnishing of budget estimates, materials and instructions to the various city departments and the checking of all budget estimates; consolidates all budget estimates and transmits them to appropriate city officials within prescribed time limits.

4. Directs the preparation of a wide variety of financial reports relating to the responsibilities and operations of the controller's office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in accounting, including specialized courses in municipal or governmental accounting.

Requires fifteen years of responsible auditing, accounting and financial experience, including eight years of administrative and management experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: modern accounting, auditing and related fiscal methods and procedures particularly as they apply to the city and county; all laws, ordinances and regulations governing the operations of the controller's office; modern management techniques and methods.

Requires unusual ability to: plan, assign, direct and review the work of a large professional and sub-professional accounting, auditing and fiscal staff; analyze and evaluate complex financial statements, records and reports and make sound conclusions therefrom; design, install and maintain complex financial accounting systems; deal effectively and courteously with departmental personnel, the general public and outside governmental agencies in connection with the fiscal operations of the city and county.

Requires unusual skill in the application of accounting, auditing and finance principles and techniques to a wide variety of operating problems.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: BUDGET AND FISCAL OPERATIONS MANAGER CODE: 1683

CHARACTERISTICS OF THE CLASS:

Under general direction, coordinates the submission and development of the City budget for the Controller's Office; manages the processing of supplemental appropriations, analysis of operating and capital budgets, and coordinates financial forecasting; develops the operating budget and monitors fiscal activities for the Controller's Office; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position classification is distinguished by its responsibilities that require knowledge of accounting principles and methods as well as the ability to coordinate the City budget submission and development process and to make economic forecasts. The position differs from classes in the accounting series in that it requires considerable ability to perform cost analysis, long-term financial planning and varied analysis of economic data, engage in proactive budgeting practices, and utilize econometric and statistical techniques. This position differs from classes in the administrative analyst series in that the budgeting focus of the former is more on historical financial analysis, alternate budget strategies, and budget implementation than on departmental budget preparation and presentation.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction of the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, assigns, trains, supervises and evaluates the work of a group of accountants engaged in budget preparation and variance analysis, the processing of supplemental appropriations and the drafts of legislation which become the Annual Appropriation Ordinance.
2. Develops and assists departments to implement efficient and effective budgeting methods, procedures, and controls based on policies approved by the Controller.
3. Develops and coordinates the preparation and processing of City-wide budgeting; performs fiscal analysis in order to provide alternate budget strategies.
4. Prepares the city-wide joint instructions with the Mayor's Office for the preparation of the annual City budget.
5. Prepares and coordinates long-term fiscal forecasting.
6. Advises departments on installation or modification of manual and automated budget procedures; provides training in budget planning, presentation, and monitoring.
7. Develops the departmental operating budget and monitors fiscal activities for the Controller's Office; supervises the departmental accounting process; represents the Controller with City officials and agencies in order to provide assistance in obtaining budget approvals.
8. Assists the Mayor's Office and Finance Committee during city-wide budget hearings.
9. Balances each phase of the budget and advises the Controller on city-wide budget issues.

CLASS TITLE: BUDGET AND FISCAL OPERATIONS MANAGER CODE: 1683

QUALIFICATIONS:

"The examination announcement shall be provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Knowledge of: accounting principles and methods; principles and procedures of modern governmental budgeting; principles and techniques of modern public financial management; budget analysis; systems analysis; management by objectives; forecasting econometric analysis; laws and regulations effecting budget planning and preparation; modern management methods and procedures.

Ability to: plan, assign, direct, review, evaluate and coordinate a small staff in complex financial studies and budget analysis activities; maintain, design and prepare a wide variety of statistical and narrative records and reports; communicate effectively orally and in writing; deal effectively with a wide variety of internal and external individuals and groups.

ADOPTED: 1-8-90

#4132c

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: ASSOCIATE AUDITOR **JOB CODE: 1684**
Business Unit: COMMN

DEFINITION:

Under direction, an Associate Auditor conducts financial, compliance, and investigative audits; analyzes data and evaluates evidence; documents audit results and makes oral presentations; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the journey level class in internal auditing. It is distinguished from classes in the Accountant series in that incumbents in this class perform tasks which require knowledge of generally accepted government auditing standards. It is distinguished from the 1686 Supervising Auditor in that the latter has a broader array of responsibilities, including directing the activities of Associate Auditors. It is distinguished from the 1805 Associate Performance Auditor in that incumbents in this class perform financial audits rather than performance audits.

SUPERVISION EXERCISED:
None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Assists in the preparation of detailed audit programs and time budgets for financial audits.
2. Conducts preliminary surveys during the initial phases of the audit.
3. Conducts audit fieldwork as specified in the audit program in accordance with generally accepted government audit standards.
4. Identifies and uses relevant sources of data giving priority to the best sources of evidence.
5. Conducts interviews to elicit information.
6. Determines if evidence gathered is competent, relevant and sufficient to meet audit standards and the objectives of the audit plan.
7. Documents the presence or absence of adequate internal controls.
8. Performs audit tests as specified in the audit program.
9. Conducts library and Internet research.
10. Analyzes data using statistical and quantitative methods and deductive reasoning to develop audit findings and recommendations.
11. Documents and organizes audit results in workpapers.
12. Prepares audit report drafts for internal review and discussion.
13. Makes oral presentations to management regarding audit results.
14. May appraise the adequacy of actions taken by the auditee to implement audit recommendations.

JOB CODE TITLE: ASSOCIATE AUDITOR

JOB CODE: 1684
Business Unit: COMMN

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Generally accepted government accounting and auditing procedures.

Ability to: Analyze internal control needs of organizations; design audit procedures; establish and maintain effective working relationships with department staff and representatives of organizations being audited; compose clear and concise reports, letters and memoranda; effectively communicate orally with management, department staff and auditees; operate personal computers to use word processing and spreadsheet programs and to conduct Internet searches.

EXPERIENCE AND TRAINING GUIDELINES:

Education: Possession of a baccalaureate degree from an accredited college or university and 18 semester units of coursework in accounting or auditing.

ORIGINAL EFFECTIVE DATE: March 3, 1983
AMENDED DATE: **12/15/00**

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SUPERVISING AUDITOR

JOB CODE: 1686
Business Unit: COMMN

DEFINITION:

Under general direction, assigns and directs the activities of auditors engaged in conducting audit projects; reviews audit work performed by staff; personally performs complex and difficult audit procedures; establishes and maintains contact with representatives of organizations being audited; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the first level supervisor in the internal auditing series. It is distinguished from classes in the Accountant series in that incumbents in this class perform tasks which require knowledge of generally accepted government auditing standards. It is distinguished from the 1684 Associate Auditor in that incumbents in this class have a broader array of responsibilities, including directing the activities of Associate Auditors. It is distinguished from the 1801 Supervising Performance Auditor in that incumbents in this class supervise and perform financial audits rather than performance audits.

SUPERVISION EXERCISED:

This classification directly supervises Associate Auditors.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Plans, organizes and directs the work of staff in conducting preliminary surveys and preparing audit programs and time budgets; determines time budget for each major phase of the audit process.
2. Defines the objectives of the audit.
3. Directs and assists staff in developing strategies to fulfill audit objectives.
4. Directs the research required during the initial phases of the audit.
5. Oversees staff conducting fieldwork and resolves auditing and reporting problems that develop in the field.
6. Performs audit procedures that require high level of technical expertise.
7. Conducts library and Internet research.
8. Instructs, counsels and supervises staff auditors on the job, reviewing their work for sufficiency of scope, application of appropriate research and data analysis techniques, achievement of audit objectives, technical adequacy of workpapers, and effectiveness of communication of audit findings and recommendations.
9. Prepares written audit reports.
10. Presents audit findings to department management and staff and to organization being audited.
11. Appraises the adequacy of actions taken by the auditee to implement audit recommendations.

JOB CODE TITLE: SUPERVISING AUDITOR

JOB CODE: 1686
Business Unit: COMMN

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Generally accepted government accounting and auditing procedures.

Ability to: Analyze internal control needs of organizations and to design control systems; design, plan, direct and review the work of auditors; establish and maintain effective working relationships with department staff and representatives of organizations being audited; compose clear and concise reports, letters and memoranda; effectively communicate orally with management, department staff and auditees; operate personal computers to use word processing and spreadsheet programs and to conduct Internet searches.

EXPERIENCE AND TRAINING GUIDELINES:

Experience: Two years of experience conducting financial and related audits. A master's degree in accounting, finance, business or public administration or a related field may be substituted for one year of the required experience.

Education: Possession of a baccalaureate degree from an accredited college or university, preferably with major course work in accounting, finance, business or public administration or a related field.

ORIGINAL EFFECTIVE DATE: March 3, 1983
AMENDED DATE: **12/15/00**

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF AUDITOR CODE: 1688

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, schedules and allocates staff resources; monitors the progress of audit projects; reviews and evaluates audit workpapers and findings; plans and conducts technical training and performs related duties as required.

DISTINGUISHING FEATURES:

The Chief Auditor reports to the Director of Internal Audits, Controller's Office and is responsible for managing the day to day audit activities of the unit. Positions are distinguished by the responsibility for assisting in the establishment or adjustment of audit policies, standards and priorities and by contacts with highest management levels in city departments. An incumbent generally performs managerial and supervisory duties but may conduct audits of those areas that require the highest level of technical expertise,experience and sophistication. Positions are further distinguished by the expectation that incumbents will assign duties, train and evaluate subordinates in such a way as to maximize their knowledge, abilities and experience.

EXAMPLES OF DUTIES:

1. Plans, organizes and directs in conformity with the annual audit plan the performance of a wide variety of audits by subordinate staff.
2. Reviews and approves memoranda in connection with operational procedures and systems of internal controls and audit programs; recommends staffing and resource levels for individual audit projects.
3. Counsels and instructs subordinates in methods and solutions to technical problems or unusual circumstances that arise during the course of an audit; plans and conducts technical training for audit staff; and evaluates performance on all aspects of audit projects.
4. Reviews audit workpapers and audit report drafts for satisfactory completion of audit work and adherence to established policies and standards; indicates or makes changes and corrections as needed.
5. Makes initial presentations to boards, commissions and top departmental management; participates in oral presentation of the audit findings.
6. Reviews and approves staff appraisal of auditee responses.

MINIMUM QUALIFICATIONS:

Education: Requires completion of a four year baccalaureate degree with major course work in accounting, finance, business administration or a closely related field.

Experience: Requires eight years of progressively responsible accounting or auditing experience; including at least six years performing audit functions. Requires three years of supervisory or management experience or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires in depth knowledge of auditing techniques and standards as applied to internal auditing; a good knowledge of accounting principles and practices; and a good understanding of modern management practices. Some familiarity with EDP and EDP controls may be required.

Requires the ability to plan, organize, lead, supervise and evaluate audit section activities and effectively communicate and maintain cooperative relations with auditee management and staff subordinates.

ADOPTED: 3-7-83

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: INTERNAL AUDIT DIRECTOR CODE 1690

CHARACTERISTICS OF THE CLASS:

Under administrative direction plans, organizes and directs the internal auditing functions of the City and County; plans and administers the City's program for conducting financial, EDP, contractor and operational audits, and assesses compliance with management policies and applicable regulations; performs related duties as required.

DISTINGUISHING FEATURES:

This single-position classification reports to the Controller and is distinguished from other fiscal positions by its responsibility for directing the City's internal auditing functions. The incumbent develops policy and manages the auditing division in performing a city-wide plan of internal audits.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Manages the activities of the Controller's Internal Audit Division; directs development, implementation and operation of internal auditing policies and procedures for the City and County; plans, assigns, evaluates and directs the work of subordinate employees engaged in auditing City and County departments; prepares the proposed budget for the division.
2. Directs the development of EDP audit techniques for the monitoring of system development and maintenance; assures that appropriate controls are in place to insure accurate reporting, deter fraud, and provide an audit trail.
3. Directs the audit of contractors, concessionaires and other entities with whom the city has a fiscal relationship.
4. Prioritizes the functional areas in need of review and develops a plan of internal audits city-wide; assists senior management in assessing the areas of financial and operational risk which includes such factors as amount of potential loss, publicity such losses might receive, control mechanisms, outside reviews, and other relevant information.
5. Provides the Controller with analyses, appraisal, and recommendations concerning the activities examined.
6. Appraises the adequacy of action taken to correct reported deficient conditions.
7. Monitors the audit staff's professional development and familiarity with the latest governmental auditing standards.
8. Represents the Controller in internal auditing matters.

CLASS TITLE: INTERNAL AUDIT DIRECTOR CODE 1690

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles and techniques of public internal auditing, public fiscal risks, and the principles and procedures of internal controls.

Extensive knowledge of the regulations, codes, ordinances and laws pertaining to municipal internal auditing.

Familiarity with EDP systems and the principles and techniques of EDP auditing.

Ability to: plan, assign, direct and review the work of professional internal auditors; analyze and evaluate internal risks and controls and make sound conclusions, recommendations and decisions; deal effectively and courteously with department heads, subordinates, key officials in the public and private sectors, and the general public; communicate effectively orally and in writing.

ADOPTED: 7/6/87

#0125m

CLASS TITLE: POLICE RING-IN OPERATOR CODE: 1702

CHARACTERISTICS OF THE CLASS:

Under supervision, operates a P.B.X. switchboard in receiving calls from policemen using street call-boxes; connects them with their stations or central office; and performs related duties as required.

Requires normal responsibility for following established methods and procedures in receiving calls from police call-boxes.

EXAMPLES OF DUTIES:

1. Operates a two-position telephone switchboard; receives calls from police telephone call-boxes located at various street locations; completes the connections to the various stations or central office.

2. Assists the department of electricity in making simple tests of switchboard equipment when failures or other interferences are reported, in order to locate and clear the point of trouble.

3. Occasionally, keeps simple records of malfunctioning of equipment, as necessary.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, preferably supplemented by some experience in the operation of a single or multiple position telephone switchboard; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge and ability to follow simple oral and written instructions.

Requires good hearing and mental alertness.

PROMOTIVE LINES:

To: Telephone Operator

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COMMUNICATIONS DISPATCHER I CODE: 1704

CHARACTERISTICS OF THE CLASS:

Under supervision operates a multiple-frequency radio base station for communication with mobile units in the field, operates a radio paging system; transmits and receives information from units in the field; operates a multiple telephone switchboard to refer calls and answer questions; acts as liaison with public safety, law enforcement and other official agencies during emergencies, security problems or accidents; and performs related duties as required.

DISTINGUISHING FEATURES:

This class operates a variety of communications equipment, including radio, telephone and radio-paging services, to dispatch and transmit information with mobile field units and communicate with the public. As the entry-level dispatcher positions in this class are assigned routine operations.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Operates a radio-microphone control position in communication with numerous mobile units in the field, dispatches mobile units and other equipment to specific locations; receives and transmits messages to field units; follows-up on transmitted messages to ensure receipt and understanding; receives requests, reports and emergency calls from mobile units; questions units making calls for additional information.
2. Receives incoming telephone calls and obtains information to determine facts; evaluates such information to determine what type of action is necessary and by whom.
3. Operates a radio paging system for units that cannot be reached from the base station.
4. Makes telephone requests for ambulance, tow trucks or other emergency services and makes inquiries of other agencies as requested by field units.
5. Maintains radio log, records and reports.
6. Monitors on site surveillance equipment as required and reacts to intrusion alarms from on-site buildings.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9).

Knowledge, Abilities and Skills: Basic knowledge of: techniques, procedures and methods used in the operation of a two-way radio communication base station; rules, regulations and procedures of the department as related to dispatch functions.

Ability to: communicate clearly and effectively with a variety of public officials, Water Department personnel and the general public, both verbally and in writing; memorize and retain a large volume of telephone numbers, names and locations; apply geographical knowledge of the city streets and the San Francisco Bay Area in directing field units; reason clearly and think and act quickly in emergencies.

ADOPTED: 11-7-88
4038c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COMMUNICATIONS DISPATCHER II CODE: 1705

CHARACTERISTICS OF THE CLASS:

Under general supervision operates a multiple frequency radio base station for communication with mobile units in the field, operates a radio paging system; transmits work assignments to mobile units; trains new personnel; handles incoming telephone calls, makes referrals and performs related duties as required.

DISTINGUISHING FEATURES:

This class is distinguished from the Communications Dispatcher I by responsibility for high level and complex operations, and/or the ability to handle a high volume communications base station. A dispatcher in this classification frequently works under stress caused by the high volume of messages and/or emergency conditions in the field.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Operates a radio-microphone control position for communication with numerous units in the field; dispatches mobile units and other equipment to specific locations; receives and transmits messages to field units; follows-up on transmitted messages to ensure receipt and understanding; receives requests, reports and emergency calls from mobile units; questions units making calls for additional information; clears radio channel traffic for direct broadcast between or to all units.
2. Trains new employees in all aspects of dispatch functions and Water Department rules and regulations.
3. Receives incoming telephone calls and obtains information to determine facts; evaluates such information to determine what type of action is necessary and by whom.
4. Operates a radio-paging system for units that cannot be reached from the base station. Monitors surveillance equipment and reacts to intrusion alarms from on-site buildings.
5. Makes telephone requests for ambulance, tow truck or other emergency services and makes inquiries of other agencies as requested by field units.
6. Maintains radio log, records and reports; reports needed repairs of equipment used in the performance of communication duties.
7. Transmits fire alarm information to supervisor on duty when the Fire Department needs assistance. Notifies the Police Department daily of streets scheduled for no-parking; prepares records and performs clerical duties related to this procedure.
8. In time of natural disaster coordinates communication emergency procedures with management.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9).

CLASS TITLE: COMMUNICATIONS DISPATCHER II CODE: 1705

QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Thorough knowlege of: techniques, procedures and methods used in the operation of a two-way radio communication base station; a working knowledge of: rules, regulations and procedures of the department as related to dispatch functions; the geography of the city streets and the San Francisco Bay Area to direct field units.

Ability to: communicate clearly and effectively with a variety of public officials, Water Department personnel and the general public, both verbally and in writing; memorize and retain a large volume of telephone numbers, names and locations; operate a variety of communication equipment simultaneously with speed and dexterity; reason clearly and think and act quickly in emergencies without supervision.

ADOPTED: 11-7-88

#4037c

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: TELEPHONE OPERATOR

JOB CODE: 1706
Business Unit: COMMN

DEFINITION:
Under general supervision, the Telephone Operator performs the duties of an attendant console operator, operating voice communication equipment, PBX, paging, public address and related systems, as well as performing a number of related clerical and other duties as required.

DISTINGUISHING FEATURES:
The 1706 Telephone Operator is the entry level position in the Telephone Operator series. It is distinguished from the 1708 Senior Telephone Operator in that the 1708 is the journey-level class in the series and acts as lead to other operators. The 1706 is distinguished from the 1710 Chief Telephone Operator in that incumbents in classification 1710 perform the full range of supervisory duties.

SUPERVISION EXERCISED: None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to the 1706 Telephone Operator and are not intended to be an inclusive list.

1. Answers, screens, and transfers incoming calls and routes the same by operating voice communication equipment to direct incoming calls, place long distance calls and handle emergency calls as required.
2. Furnishes information related to public events and city functions, as requested.
3. Logs long distance calls as requested.
4. Sets up conference calls for city officials by writing down details of dates, time, and other scheduling information; and establishing connections for callers.
5. Updates directory changes and maintains a directory of numbers frequently called.
6. Reports hardware/software trouble on communications equipment to telephone company, supervisor and/or appropriate city personnel. Records out-of-order telephones and other complaints.
7. Operates other communications equipment (paging system, two-way,etc.) in order to communicate emergency and other third-party information to mobile units and institutional police, to communicate with disaster teams during drills, actual disasters or when the telephone network is not functioning.
8. Dispatches teams of medical emergency workers in response to code blues and other requests for emergency assistance.
9. Operates public address system for public announcements and paging employees.
10. Greets the public and provides directions and general information, accepts deliveries, sends and receives faxes and related duties.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Ability to:
Communicate effectively refers to the ability to understand and speak English clearly and quickly over a voice telecommunication system, read written information such as telephone listings as well as the ability to legibly and accurately write messages, including those for emergency calls requiring immediate assistance, operate a single or multiple line system. Included is the ability to operate a system such as the ATT system 75 or 85. Ability to remain calm in emergency situations, to get along with others and to work in close environments.

Skill to:
Work courteously, tactfully and effectively with the public and city personnel over the voice telecommunication system, use software programs such as Access, retrieve and enter information using various software applications on various platforms.

JOB CODE TITLE: TELEPHONE OPERATOR

JOB CODE: 1706
Business Unit: COMMN

EXPERIENCE AND TRAINING GUIDELINES:

Experience: Six months (1000 hours) of verifiable experience as an operator of a multiple line voice communication console centrex board, centrex local, or as an operator of a computerized telecommunications system..

NOTES:
1. Requires clear and effective oral and written communication skills.
2. Most positions require typing/data entry skills (may be tested by hiring department).

SPECIAL CONDITIONS:
Some positions require working alone on a shift. Some positions, such as those at Laguna Honda Hospital, San Francisco General Hospital and SF International Airport require working day, evening, overnight and/or weekend shifts.

SPECIAL REQUIREMENTS:
Essential duties require the following physical skills and work environment: prolonged periods of sitting, physical effort and dexterity to operate to operate a switchboard and/or public address or communication system.

Effective Date: January 12, 1961

Amended Date: January 11, 2000

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1708 SENIOR TELEPHONE OPERATOR

DEFINITION:

Under general supervision, performs the duties of an attendant console operator, operating computerized voice communication equipment, Public Branch Exchange, Centrex and related systems.

DISTINGUISHING FEATURES:

The 1708 Senior Telephone Operator is the journey level classification in the series. It is distinguished from the 1706 Telephone Operator in that the 1706 is the entry-level class in the series and does not act as lead to other operators. The 1708 is distinguished from the 1710 Chief Telephone Operator in that incumbents in classification 1710 perform the full range of supervisory duties.

SUPERVISION EXERCISED:

Acts as lead operator and provides instructions and guidance to telephone operators.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to 1708 Senior Telephone Operator and are not intended to be an inclusive list.

1. Answers, screens, transfers and routes incoming calls operating computerized voice communication equipment; places long distance calls and handles emergency calls as required.
2. Provides services to the public by furnishing information related to public events and city functions as requested.
3. Updates directory changes and maintains a directory of frequently called numbers.
4. Reports hardware/software trouble on communications equipment to telephone company, supervisors and/or appropriate city personnel; records out-of-order telephones and other complaints.
5. Trains and instructs operators in the procedural operation of telecommunication system and related equipment.
6. Acts as lead to other operators by issuing work assignments and monitoring work schedules and performance.
7. Operates two-way radio communication equipment in order to communicate emergency and other third-party information to mobile units and institutional police, to communicate with disaster teams during drills, actual disasters or when the telephone network is not functioning.
8. Dispatches teams of medical emergency workers in response to code blues and other requests for emergency assistance.
9. Operates overhead public address system for public announcements and paging employees.
10. Schedules repairs and installations of equipment by coordinating with the department of Telecommunication and Information Services, service providers such as telecommunication carriers, and other vendors.
11. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: general clerical procedures; forms and functions of various computerized telecommunication systems, code blue and other emergency signals.

Ability to: understand and speak English clearly, effectively and quickly; provide accurate information to callers; read written information and operate computerized voice communication equipment, Public Branch Exchange and related systems; answer, screen, and route incoming calls; work courteously, tactfully and effectively with the public, departmental employees, City personnel and/or outside organizations; prepare telephone activity and equipment problem reports; serve as lead worker; operate two-way radio communication equipment and public address system.

Skills to: write messages including those of an emergency nature that require immediate action clearly and route messages accurately; operate multiple line, computerized consoles/switchboards with maximum precision, speed, dexterity, control and ease; operate two-way radio communication equipment and public address system.

EXPERIENCE AND TRAINING GUIDELINES:
One year (2080 hours) of verifiable experience as an operator of a heavy volume multiple line switchboard, centrex board, centrex local, or as an operator of a computerized telecommunications system.

LICENSE/CERTIFICATE: NONE

SPECIAL REQUIREMENTS:
Employees may be required to work alone on a shift; may also be required to work day, evening, night, holidays and/or weekend shifts. Requires responding to angry callers, disasters, and emergencies; and managing multiple tasks for immediate action.

Effective date: January 12, 1961
Amended: 8/13/99
Reason for amendment: to accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1710 CHIEF TELEPHONE OPERATOR

DEFINITION:
Under direction, supervises and is responsible for the operation of a large digital Public Branch Exchange or Centrex switchboard system; administers disciplinary action and terminations and conducts annual performance evaluations; and assumes the duties of a telephone operator when necessary.

DISTINGUISHING FEATURES:
The 1710 Chief Telephone Operator is the supervisory level classification in the series. Incumbents in the 1710 Chief Operator classification perform the full range of supervisory duties under direction. It is distinguished from 1708 Senior Telephone Operator in that the latter performs lead operator duties under general supervision.

SUPERVISION EXERCISED: Supervises Senior and journey level telephone operators.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to 1710 Chief Telephone Operator and are not intended to be an inclusive list.

1. Supervises the operation of a large multiple-position switchboard by training, scheduling, assigning and reviewing the work of telephone operators and/or senior telephone operators.
2. Answers, screens, transfers and routes incoming calls, by operating voice communication equipment in order to properly direct incoming and emergency calls; handles emergency calls as required.
3. Provides service to the public by furnishing information relating to public events, hospital events and city functions as requested.
4. Tracks and report mechanical problems in the computerized telecommunications system to appropriate parties.
5. Updates local phone listings and maintains a directory of frequently called numbers for departmental use.
6. Assists in responding to emergency/disaster situations by functioning as a key communication information resource in order to facilitate delivery of emergency services.
7. Assists in determining the need for and evaluating new products and equipment in order to meet increasing demand for telephone/telecommunication services.
8. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: forms and functions of computerized, multiple line, voice communication consoles and switchboards including health and safety practices involved in operation of equipment.

Ability to: understand and speak English clearly, effectively, and quickly; read written information including those of an emergency nature that require immediate action; supervise employees and coordinate the activities of assigned unit; interact courteously and effectively with the general public, departmental employees, other City departments and/or outside organizations; maintain composure while performing essential job functions; maintain accurate and concise operating and personnel records.

Skills to: write telephone messages legibly; operate computerized multiple-line consoles/switchboards with maximum precision, speed, dexterity, control and ease; operate two-way radio communication equipment and public address system.

EXPERIENCE AND TRAINING GUIDELINES:
Two years of verifiable experience as an operator of a heavy volume, multiple line switchboard, Centrex System, or of a computerized telecommunications system similar to AT&T's system G1, Pac Bell, Siemans Rolm, or Lucent Technologies (these equipments may change as technology changes); and six months experience supervising the work of employees in a public contact setting. Experience in classification 1708 Senior Telephone Operator will be considered qualifying.

LICENSE/CERTIFICATE: None

SPECIAL REQUIREMENTS:
Employees may be required to work alone on a shift; may also be required to work day, evening, night, holidays and /or weekend shifts; work in adverse environment that would require responding to angry callers, disasters and emergencies; and managing multiple tasks for immediate action.

Effective Date: January 12, 1961
Amended: 8/13/99
Reason for amendment: to accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: ADDRESSING MACHINE OPERATOR CODE: 1714

CHARACTERISTICS OF THE CLASS:

Under supervision, operates a graphotype and addressograph machine to make and change plates for voter registration, billing data, bulletins and special announcements; maintains plate files; makes simple minor adjustments to machines; assists in routine clerical duties; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures related to the operation of addressograph and related equipment; keeping routine records and reports of work done and in process.

EXAMPLES OF DUTIES:

1. Operates a graphotype and addressograph machine to cut plates for newly registered voters; runs tape of new registrations, prints polling place cards and locations and non-voter cards.
2. Maintains print files of new voters, voters who have moved, voters who change political parties, and non-voters.
3. When required, registers new voters and assists in training and breaking-in new temporary seasonal employees.
4. Operates a graphotype and addressograph machine in printing billing data on index master cards, new accounts, changes in accounts, field sheets; operates machines in printing data for bulletins and special announcements.
5. Sets up and makes minor simple adjustments to addressing machine equipment; observes the operation of the machines and detects the need for repairs and adjustments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by one year of experience in operating addressing machine and/or related equipment, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a working knowledge of: the techniques of operating addressing and graphotype equipment; methods of filing prints and addressing machine stencils.

Requires ability to: make minor adjustments and fittings for various types of operations on addressing machines; understand and follow written and oral instructions; get along well with fellow coworkers.

PROMOTIVE LINES:

To: Senior Addressing Machine Operator

From: Original entrance examination

CLASS TITLE: SENIOR ADDRESSING MACHINE OPERATOR CODE: 1716

CHARACTERISTICS OF THE CLASS:

Under general supervision, directs the work of a group of addressing machine operators and personally operates addressing machine and graphotype equipment; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures in the operation of addressing machine and graphotype equipment; assisting in developing new methods and procedures; preventing minor losses through the proper handling and safeguarding of addressing machinery and equipment; supervising the preparation and maintenance of routine operating reports. Nature of work requires some physical effort and dexterity in the use of fingers and hands in the operation of addressing equipment.

EXAMPLES OF DUTIES:

1. Supervises, assigns and reviews the work of several addressing machine operators engaged in making and changing plates for voter registration and printing billing data, bulletins and special announcements; instructs, trains and advises employees in making minor adjustments to addressing machine equipment and maintenance of related files; checks accuracy of completed work.
2. Performs the duties of an addressing machine operator; makes recommendations as to whether new plates should be reprinted or old plates corrected; supplies information from files to other units.
3. Maintains adequate stocks of materials; requisitions replacements when needed; keeps work records and prepares reports of operations.
4. In the registrar's office, instructs temporary seasonal employees in the registration of voters.
5. Performs routine clerical duties in the assigned department.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least three years of experience as an addressing machine operator, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: the techniques of operating and maintaining addressing machines and related equipment; the techniques of making minor adjustments to addressing equipment to adapt it for various types of work; office procedures and practices.

Requires ability to: operate equipment; make adjustments; understand and follow written and oral instructions; supervise and instruct others in the use and adjustment of such equipment.

Requires ability to: determine need for repairs; deal tactfully, courteously and effectively with fellow employees, supervisors and

representatives of other organizational units; suggest improvements in operating procedures and practices.

PROMOTIVE LINES:

To: Principal Clerk

From: Addressing Machine Operator

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DATA ENTRY OPERATOR CODE: 1720

CHARACTERISTICS OF THE CLASS:

Under supervision, operates alphabetic and numeric key entry equipment in converting original source documents, either pre-printed, handwritten or both to cards, magnetic disks or tapes for further processing on an electronic computer; verifies completed work and performs related duties as required.

DISTINGUISHING FEATURES:

This is the working or journeyman level in the Data Entry series. Incumbents follow specific written or oral instructions relating to the entry of a variety of source material on card, tape or magnetic disk equipment. Nature of duties requires a high degree of manual dexterity.

EXAMPLES OF DUTIES:

1. Operates a key entry device related to data processing, such as keystations on the CMC 5 or 1800, UNIVAC's CADE key/disk equipment, IBM 029 or UNIVAC 1710 keyboard or similar key entry equipment.
2. Verifies completed documents, making corrections when necessary.
3. Performs related clerical duties, simple arithmetic computations, and commits to memory routine codes necessary to operate key entry equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school or equivalent education supplemented by successful completion of a training course in key entry operations, OR six months paid experience in the operation of key entry equipment.

Knowledge, Abilities and Skills: Requires competence in the operation of key entry equipment and related machines; basic knowledge of computer-related codes, common office practices and procedures and a good working knowledge of spelling and arithmetic.

Requires ability to: Operate key-entry equipment rapidly, accurately and over extended periods of time; recognize and reduce minor mechanical defects in assigned equipment; and follow oral and written instructions, including the development of program cards.

Requires ability to produce on standard key-entry equipment, from average copy, 9,000 key strokes per hour with not more than 3% errors.

PROMOTIVE LINES:

TO: 1721 Senior Data Entry Operator
1853 Control Clerk, EDP

FROM: Original entrance examination

AMENDED AND RETITLED: 10-3-77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR DATA ENTRY OPERATOR CODE: 1721

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates alphabetic and numeric key entry equipment in converting original source documents, either pre-printed, handwritten or both, to cards, magnetic disks or tapes for further processing on an electronic computer, verifying completed documents for accuracy; operates supervisory console equipment; exercises work direction over Data Entry Operators; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the lead-worker or first supervisory level in the Data Entry series. It is distinguished from the journeymen class in that incumbents operate supervisory console equipment relative to key station equipment much as CMC 5, CMC 1800 or UNIVAC/CADE, entering a variety of complex formats and retrieving data recorded on magnetic disks for transfer onto magnetic tape media for further processing on an electronic computer. In addition, incumbents are assigned limited supervisory responsibility. Nature of duties requires a high degree of finger/manual dexterity on key entry equipment.

EXAMPLES OF DUTIES:

1. Operates supervisory consoles, entering in a variety of complex formats; retrieves data stored on magnetic disks for further computer processing or statistical analysis.
2. Instructs operators in the preparation of data for computer input; assigns work as required, maintaining harmonious relations among operators in medium to large Data Entry Center.
3. Verifies completed documents when necessary.
4. Maintains accurate, batch control records and related statistics.
5. Consults with programmers in reviewing and updating Data Entry documentation and develops and writes formats for key to disk/tape key entry systems.
6. Reviews employee performance with the assistance of the Supervising Data Entry Operator.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school or equivalent education and two years of increasingly. responsible experience in the operation of Data Entry equipment; OR the equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires ability to: prepare complex data formats and retrieval of records and statistical data, using a supervisory console; operate key entry equipment with above average speed and accuracy; recognize minor mechanical difficulties with equipment; perform simple, mathmatical computations; assign, supervise, maintain and review performance records of employees; maintain harmonious relations with co-workers, subordinate and supervisory personnel.

PROMOTIVE LINES:

TO: 1727 Supervising Data Entry Operator
1855 Senior Control Clerk, EDP

FROM: 1720 Data Entry Operator
Original entrance examination

AMENDED AND RETITLED: 10-3-77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TABULATING MACHINE OPERATOR CODE: 1722

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates a variety of mechanical tabulating or data processing equipment in the processing or compilation of fiscal, statistical or other data; and performs related duties as required.

Requires responsibility for: following detailed written and oral instructions in gathering, preparing and processing important fiscal and statistical records according to established procedures and standard practices. Nature of work requires moderate physical effort and manual dexterity involving standing for long periods and lifting and stacking tabulating cards. Work schedules may include night shifts and weekends.

EXAMPLES OF DUTIES:

1. Operates reproducer, sorter, collator, interpreter, accounting machines, multiplier and other tabulating equipment in processing punch cards for purposes of processing accounting, assessment, billing, budgeting, payroll, statistical and other quantitative data.

2. Performs routine wiring, or similar panel preparation operations from verbal or written instructions; makes minor repairs and adjustments on tabulating equipment, and performs incidental clerical work as required.

3. May operate key punch and verifier; maintain punch card files; maintain supplies of punch cards and forms.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school; and one year of experience in the operation of tabulating equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of: the principles and operation of interpreters, sorters, reproducers, key punch, multipliers, accounting machines and other tabulating equipment; care and handling of tabulating cards and related forms.

Requires demonstrated ability to: successfully complete training in advanced data processing techniques and to adapt to changes in assignment; perform increasingly responsible and complex assignments in equipment operation.

Requires skill, adaptness and speed in use of fingers and hands in handling punch cards and operating tabulating equipment.

PROMOTIVE LINES:

To: 1724 Senior Tabulating Machine Operator

From: Original Entrance Examination

AMENDED: 5/13/65

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TABULATING MACHINE OPERATOR, REMINGTON RAND CODE: 1723

CHARACTERISTICS OF THE CLASS:

Under general supervision, operates Remington Rand mechanical tabulating equipment in the compilation of fiscal, statistical and other data; and performs related duties as required.

Requires responsibility for: following written and oral instructions in gathering, preparing and processing important fiscal and statistical records according to established procedures and standard practices. Nature of work requires moderate physical effort and manual dexterity involving standing for long periods and lifting and stacking tabulating cards.

EXAMPLES OF DUTIES:

1. Operates reproducer, sorter, collator, interpreter, accounting machine, multiplier and other tabulating equipment in processing punch cards for purposes of processing accounting, assessment, billing, budgeting, payroll, statistical and other quantitative data.

2. Performs necessary mechanical set-ups from verbal or written instructions; makes minor repairs and adjustments on tabulating equipment; and performs incidental clerical work as required.

3. May operate key punch and verifier; maintain punch card files; maintain supplies of punch cards and forms.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school; and one year of experience in the operation of tabulating equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of: the principles and operation of interpreters, sorters, reproducers, key punch, multipliers, accounting machines and other tabulating equipment; care and handling of tabulating cards and related forms.

Requires demonstrated ability to: successfully complete training in advanced data processing techniques and to adapt to changes in assignment; perform increasingly responsible and complex assignments in equipment operation.

Requires skill, adaptness and speed in use of fingers and hands in handling punch cards and operating tabulating equipment.

PROMOTIVE LINES:

To: 1724 Senior Tabulating Machine Operator

From: Original Entrance Examination

ADOPTED: 5/14/65

CLASS TITLE: SENIOR TABULATING MACHINE OPERATOR CODE: 1724

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs difficult, varied and responsible tabulating equipment operations; may supervise a small group of tabulating equipment operators; and performs related duties as required.

Requires responsibility for: carrying out and explaining methods and procedures relating to the operation of a variety of mechanical tabulating equipment; accumulating, assembling and processing data for fiscal and statistical reports; application of technical skills to varying tabulating procedures and checking to assure accurate results. Nature of work requires moderate physical effort and manual dexterity, involving standing for long periods and lifting and stacking tabulating cards.

EXAMPLES OF DUTIES:

1. Prepares varied and difficult panel boards for machine operations; wires or otherwise prepares permanent and temporary boards for tabulating equipment; operates collators, reproducers, interpreters, multipliers, accounting machines and related tabulating equipment.
2. Performs difficult tabulating equipment operation work; establishes classifications and codes to be used in tabulation operations; processes and prepares regular and special reports.
3. May supervise a small group of tabulating equipment and key punch operators; maintain punch card files and stocks of forms and requisition supplies as needed; or may incidentally operate consoles and other electronic data processing equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by satisfactory completion of training courses in various tabulating machine operation and panel board wiring, and at least two years of responsible experience in the operation of tabulating equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of principles and operation of a wide variety of tabulating equipment such as reproducers, interpreters, multipliers and accounting machines.

Requires general ability to: prepare panel wiring diagrams of moderate difficulty; assign, supervise and inspect the work of others; work independently with minimum instructions; perform computations with accuracy.

Requires skill and speed in the operation and adjustment of tabulating and allied punch card equipment.

PROMOTIVE LINES:

To: Principal Tabulating Machine Operator

From: Tabulating Machine Operator

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: PRINCIPAL KEY PUNCH OPERATOR CODE: 1725

CHARACTERISTICS OF THE CLASS:

Under direction, plans, assigns and supervises the key punching operation of an EDP complex of considerable size; reviews and evaluates existing procedures, and recommends on improvements; performs related duties as required.

Requires responsibility for: Enforcing, explaining and executing methods and procedures relating to data processing and key punching; responsible contacts with operating department personnel on matters relating to the processing and operational records and reports; directing the preparation and maintenance of records of data processing key punch activities.

EXAMPLES OF DUTIES:

1. Plans, supervises and assigns the work of subordinates working on a multi-shift operation and in separate locations.
2. Reviews and evaluates key punching and related data processing procedures and operations used with a view toward improvement; coordinates key punch operations with those of the computer and auxiliary equipment; plans and assigns the operations of the division in accordance with the needs of the operating departments; confers with departmental representatives in this regard.
3. Confers with subordinate supervisors with respect to operational problems; oversees the training of new employees and the use of key punch and related equipment; and reviews supervisory evaluations of their work.
4. Provides assistance to departmental representatives and programming and systems staffs in the establishment of new procedures and applications.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school supplemented by satisfactory completion of a training course in key punch operation and successful completion of a qualifying test for assignment to an EDP complex and four years' experience in key punching, one year of which must have been at the level of a Senior Key Punch Operator (EDP).

Knowledge, Abilities and Skills: Requires a knowledge of the application and operation of modern key punch equipment, especially as related to modern EDP activities; the general principles of data processing and the use of forms, manuals of procedures and file systems.

Requires the ability to: Plan, assign, supervise and evaluate the work of a group of key punch operators of considerable size employed on a multi-shift operation and in separate locations; develop work procedures; work effectively with Programmers, Systems Analysts, and representatives of the operating departments; speak and write effectively.

PROMOTIVE LINES:

To : No normal line of promotion

From: 1721 Senior Key Punch Operator

ADOPTED: September 16, 1968

CLASS TITLE: PRINCIPAL TABULATING MACHINE OPERATOR CODE: 1726

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a group of tabulating equipment operators in processing complex fiscal and statistical data; prepares procedure manuals and work flow charts for tabulating operations; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policy and methods relating to the operations of a small and important tabulating unit; devising new procedures and utilizing various machine combinations; planning and assigning tasks in order to maintain a continuous flow of data through various machines in proper sequence; making regular contacts with employees, persons in other departments and representatives of business machine and other agencies.

EXAMPLES OF DUTIES:

1. Assigns, trains and supervises a group of tabulating equipment operators; establishes work flow and machine utilization schedules to meet deadlines.
2. Designs complex original wiring diagrams from raw data; performs difficult and complex tabulating equipment work; prepares and revises procedure manuals; develops punch card and report forms.
3. Confers with supervisor and other departments to explain and advise on the feasibility of projected tabulating procedures, coding data, machine requirements, production deadline problems, purchasing of tabulating materials and operating costs.
4. Supervises the machine processing of fiscal and statistical data; makes analyses and reconciliations of processed data; prepares difficult statements and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by satisfactory completion of recognized courses in various tabulating machine operations and panel board wiring, and at least four years of increasingly responsible experience in the operation of tabulating equipment: or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the operation, adjustment and care of a wide variety of tabulating equipment and the application of such equipment to fiscal and statistical problems.

Requires ability to: analyze fiscal and statistical problems; develop effective tabulating machine procedures for performance of such work; keep operating records and make reports: plan, organize, assign, supervise and inspect the work of a tabulating section.

Requires considerable skill in the application of principles and practices used in the wiring and operation of a variety of tabulating equipment.

CLASS TITLE: PRINCIPAL TABULATING MACHINE OPERATOR (Continued) CODE: 1726

PROMOTIVE LINES:

To: Tabulating Division Supervisor

From: Senior Tabulating Machine Operator

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SUPERVISING DATA ENTRY OPERATOR CODE: 1727

CHARACTERISTICS OF THE CLASS:

Under direction, plans, supervises and evaluates personnel assigned to the Data Entry Section of a large computer complex; assists in scheduling jobs for processing; reviews existing production, procedures, materials and equipment and makes recommendations for the more effective use of personnel and equipment; performs related duties as required

DISTINGUISHING FEATURES:

This is the second supervisory level in the data entry series. Incumbents are responsible for the full range of supervisory duties, especially as they relate to explaining, enforcing and implementing methods and procedures for data entry using key-entry equipment. Personnel in this class exercise technical supervision over a medium to large group of data entry operators.

EXAMPLES OF DUTIES:

1. Plans, supervises and assigns work to subordinate supervisors or operators on an assigned shift in the Data Entry Section of a large computer complex; prepares and maintains records of production and operations.
2. Reviews and evaluates procedures for more efficient production, coordinating key entry operations with auxiliary equipment and computer scheduling; assists in establishing schedules, working closely with computer schedulers and user departments; resolves data conversion problems with user representatives.
3. Confers with supervising assistants; plans, directs and participates in the training of new employees; and evaluates the work of all assigned personnel.
4. Provides assistance as directed to user representatives as well as to programming and systems specialists in the development of more efficient operational procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school or equivalent and five years of increasingly responsible experience in the operation of Data Entry equipment, at least two years of which must have been at the level of 1721 Sr. Data Entry Operator or equivalent.

Knowledge, Abilities and Skills: Requires a thorough knowledge of the conversion of data by means of key entry equipment in a large computer complex and of the administration of the Data Entry section of such a complex; and a general knowledge of the organization and functions of a computer complex.

Requires ability to: assign, supervise and evaluate subordinates; develop and monitor efficient work procedures; work harmoniously with programmers, analysts and other specialists in the subdivisions of the data processing complex and with user representatives; and to draft meaningful reports reflecting the production of the data entry section.

PROMOTIVE LINES:

TO: 1856 Assistant Control Supervisor

FROM: 1721 Senior Data Entry Operator

AMENDED AND RETITLED: 10-3-77

CLASS TITLE: TABULATING DIVISION SUPERVISOR CODE: 1728

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, assigns, coordinates and supervises a departmental tabulating unit in the mechanical processing of fiscal and statistical data for diversified and complex reports; studies, designs and installs tabulating procedures for various statistical and fiscal operations; and performs related duties as required.

Requires responsibility for: planning, developing and coordinating policies and procedures in the machine processing of fiscal and statistical data for a large tabulating unit; preparing, checking and reviewing important detailed and complex reports; devising new arrangements in tabulating machine utilization in order to maintain a continuous flow of data in proper sequence; making regular contacts with department heads, business machine representatives and division heads.

EXAMPLES OF DUTIES:

1. Assigns, trains and supervises a large tabulating division or group performing a variety of complex mechanical tabulating equipment operations; establishes work flow and machine utilization schedules to meet deadlines.

2. Designs very difficult and complex original wiring diagrams from raw data; performs the more complex tabulating equipment operations; prepares and revises procedure manuals; designs punch card layouts and related report forms.

3. Supervises the machine processing of fiscal and statistical data; makes analyses and reconciliations of processed data; prepares more difficult statements and reports.

4. Confers with personnel at all levels; explains and advises on the feasibility of projected tabulating procedures; advises on forms design, coding data, machine requirements and operating costs.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by satisfactory completion of training courses in various tabulating machine operations and panel board wiring, and at least six years of increasingly responsible experience in the operation of tabulating equipment, at least two years of which shall have been at a supervisory level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of the operation, adjustment and care of a wide variety of tabulating equipment; the application of such equipment to fiscal and statistical problems; methods, principles, practices and limitations of mechanical tabulating equipment.

Requires general ability to: analyze fiscal and statistical problems and develop effective tabulating machine procedures for their solution;

keep operating records and make reports; plan, organize, assign, supervise and inspect the work of others.

Requires considerable skill in the application of principles and practices used in the scheduling, wiring and operation of tabulating equipment.

PROMOTIVE LINES:

To: Central Services Supervisor

From: Principal Tabulating Machine Operator

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: ELECTRONIC DATA PROCESSING CENTER ASSISTANT SUPERVISOR (RAMAC) CODE: 1730

CHARACTERISTICS OF THE CLASS:

Under direction, assists the supervisor in planning, coordinating and directing the electronic data processing center in the san francisco unified school district; performs technical work in the programming and operation of mechanical and electronic computers; reviews and/or assists in reviewing existing manual systems and programs for conversion to machine operation; and performs related duties as required.

Requires responsibility for: assisting in originating, developing, interpreting and coordinating policy and methods in the data processing center; preparing, checking and reviewing important detailed and complex fiscal and statistical reports relating to data processing; achieving moderate economies through efficient planning and utilization of machines; keeping operating records and making reports; making regular contacts with employees, persons in other departments, business machine representatives and other agencies.

EXAMPLES OF DUTIES:

1. Assists or assigns, trains and supervises a large mechanical tabulating and electronic processing group in performing a variety of complex computing and tabulating operations; establishes work plans and machine schedules to meet deadlines.

2. Designs more difficult original wiring diagrams from raw data; performs difficult tabulating and electronic data processing operations; prepares and revises procedural and operating instructions for programs, revising them as necessary for most efficient operations; operates and adjusts equipment as necessary.

3. Establishes electronic computer programs; assembles raw data; analyzes data; prepares block diagrams and codes flow chart steps into machine language; designs input, output and related forms, including cards and magnetic tape records; sets up, tests and evaluates results.

4. Supervises the machine processing of fiscal and statistical data; prepares more difficult reports and maintains and controls record processing; orders supplies and forms; assists in the preparation of the annual budget; keeps work logs and machine performance records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in business or public administration, mathematics or statistics, supplemented by specialized training in electronic data processing.

Requires five years of experience in analysis of programming and coding operations for electronic or data processing computers, including one year of supervisory experience; or an equivalent combination of training and experience.

CLASS TITLE: ELECTRONIC DATA PROCESSING CENTER ASSISTANT SUPERVISOR (RAMAC) (Continued) CODE: 1730

Knowledge, Abilities and Skills: Requires a considerable knowledge of: the principles and techniques of machine tabulating and electronic data processing; program planning; machine scheduling; card and form design; methods and procedure analysis; control requirements for electronic data processing systems.

Requires ability to: analyze raw data; draw sound conclusions; write clear programs for efficient machine utilization; establish and maintain working relationships with other division heads and associates.

Requires skill in the wiring and operation of tabulating and electronic data processing equipment.

PROMOTIVE LINES:

To: Electronic Data Processing Center Supervisor (RAMAC)

From: Original Entrance Examination

Revised 5/17/62

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COMPUTER OPERATOR TRAINEE CODE: 1731

CHARACTERISTICS OF THE CLASS:

Under immediate supervision and in the capacity of a trainee, learns to operate unit record equipment and to monitor communications control and message switching computers; performs clerical work incidental to the operation of electronic data processing equipment; and performs related duties as required.

DISTINGUISHING FEATURES:

This is an entry level trainee class designed to allow persons without specific experience to enter the computer operations field. Incumbents start with the simplest tasks moving to more technical and difficult phases of equipment operation, following established methods and procedures. Incumbents in this class are distinguished from those in class 1734 Computer Operator I in that the latter have had at least six months' training and are fully competent in the operation and monitoring of unit record and teleprocessing equipment. Employees in this class must be prepared to accept assignment to any shift in a 24-hour, 7-day week operation.

EXAMPLES OF DUTIES:

1. Receives instruction and training in the operation of unit record equipment including scanners, sorters, collators, accounting machines, reproducers and keypunch equipment.
2. Receives instruction and training in the operation and monitoring of teleprocessing equipment.
3. Performs routine clerical tasks directly related to the operation and monitoring of unit record equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school.

Knowledge, Abilities and Skills: Requires the ability to learn to operate unit recor equipment and to monitor the operation of related equipment.
Requires the ability to follow written and oral instructions.

PROMOTIVE LINES:

TO: 1734 Computer Operator I

FROM: Original Entrance Examination

ADOPTED: 2-5-79

NEW CLASS

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: ELECTRONIC DATA PROCESSING CENTER SUPERVISOR (RAMAC) CODE: 1732

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, coordinates and directs tabulating and electronic data processing methods and procedures in the San Francisco Unified School District; performs highly technical work in the programming and operation of mechanical and electronic computers; reviews and evaluates existing manual systems and programs for conversion to machine operation; and performs related duties as required.

Requires responsibility for: originating, developing, interpreting and coordinating policy and methods in the data processing center; achieving considerable economies through proper planning and utilization of facilities and equipment; making continuing personal contacts with representatives of city and school district departments and business machine companies; checking and reviewing important detailed and complex personnel, fiscal and statistical reports relating to data processing; directing the work of electronic and data processing personnel.

EXAMPLES OF DUTIES:

1. Plans, organizes, coordinates and directs the activities of the data processing center; confers with divisional, departmental and business machine representatives regarding conversion from manual to machine processes; discusses necessity of revising procedures, coding of data, timing of operations, costs and problems involved in rendering data processing services.

2. Establishes detailed and complex electronic computer programs; assembles raw data and analyzes data; prepares block diagrams and codes flow chart steps into machine language; designs input, output and related forms, including cards and magnetic tape records; sets up, tests and evaluates results.

3. Reviews procedural and operating instructions for programs; revises them as necessary for most efficient operation; operates and adjusts equipment as necessary.

4. Directs, maintains and controls record processing; orders supplies and forms; prepares budget estimates for data processing center; keeps work logs and machine performance records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in public or business administration, mathematics or statistics, supplemented by specialized training in electronic data processing.

Requires seven years of experience in analyzing, programming and coding operations for electronic or data processing computers, including three years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: the principles and techniques of electronic data processing; program planning; machine scheduling; card and form design; methods and procedures analysis; control requirements for electronic data processing systems.

Requires considerable ability to: analyze raw data; draw sound conclusions; write clear programs for efficient machine utilization; establish and maintain working relationships with other division heads and associates.

Requires skill in wiring and operating tabulating and electronic data processing equipment.

PROMOTIVE LINES:

To: No normal lines of promotion.

From: Electronic Data Processing Center Assistant Supervisor (RAMAC)

Revised 5/17/62

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ELECTRONIC DATA PROCESSING AIDE (SPECIALLY FUNDED TRAINING PROGRAM) CODE: 1733

CHARACTERISTICS OF THE CLASS:

Under immediate and close supervision and in the capacity of an aide, learns the organization and functions of an electronic data processing operation; receives on-the-job and other instruction in the operation of computers and supporting equipment.

Requires responsibility for following well-defined instructions, both oral and written, relating to the methods and procedures peculiar to an electronic data processing office.

NOTE: This class exists for the sole purpose of providing an entry level for those individuals in a specially funded training program who have demonstrated an aptitude and interest in EDP operations. Successful completion of training in this class may qualify individuals for employment as 1734 Equipment Operator Trainee or 1720 Key Punch Operator.

EXAMPLES OF DUTIES:

1. Attends classroom instruction in basic tabulating and computer terminology, concepts, and processes.

2. Receives on-the-job training in tape and disc mounting, paper forms mounting and alignment, and use of the console typewriter under direct supervision of computer operators.

3. Learns how to: Perform clerical duties directly related to computer operation; complete a variety of EDP forms and identifying labels; file tapes, cards, and other pertinent EDP materials.

4. Learns logging and other controls on the processing of jobs through the computer complex.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of the orientation period established by the California State Employment Service. Persons appointed to this class will be limited to those for whom the Economic Opportunity Act or other similar Federal or State legislation is intended to benefit.

Knowledge, Abilities and Skills: Requires an aptitude and motivation to learn EDP functions and an ability to adapt to computer language and procedures. Requires some manual dexterity.

PROMOTIVE LINES: no normal line of promotion

ADOPTED: 12/8/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELECTRONIC DATA PROCESSING EQUIPMENT OPERATOR TRAINEE CODE: 1734

CHARACTERISTICS OF THE CLASS:

Under immediate supervision and in the capacity of a trainee, learns to operate Electronic Data Processing equipment, starting with the simplest tasks and progressing toward the more technical and difficult phases of Electronic Data Processing equipment operation; performs clerical work incidental to the operation of Electronic Data Processing equipment; and performs related duties as required.

Requires responsibility for: close attention to technical aspects of computer operation for long periods of time; following established methods and procedures and well-defined instructions, both oral and written.

Employees in this classification will be expected to qualify for appointment to Electronic Data Processing Equipment Operator after successful completion of course as a trainee.

EXAMPLES OF DUTIES:

1. Assists in the operation of a variety of Electronic Data Processing equipment while receiving instruction and training. Such equipment may include computer console, tape units, card readers, printers, and related equipment.

2. Performs clerical work incidental to computer operation; fills out identifying labels and forms; files tapes, cards and other materials.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school. No experience requirements have been established for this classification but applicants whose abilities and background indicate that they possess the aptitudes necessary to successful performance of data processing will be sought.

Knowledge, Abilities and Skills: Requires the ability to learn various phases of data processing, including the ability to operate the various data processing equipment.

Requires ability to follow detailed oral and written instructions.

PROMOTIVE LINES:

To: 1736 Electronic Data Processing Equipment Operator

From: Original Entrance Examination

ADOPTED: 2/2/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COMPUTER OPERATOR II CODE: 1736

CHARACTERISTICS OF THE CLASS:

Under general supervision, controls, monitors and maintains one or more large scale computers and related equipment; provides general direction to peripheral equipment operators; maintains records of equipment usage and performance; and performs related duties as required.

DISTINGUISHING FEATURES:

This is the journey level in the Computer Operator series. Incumbents follow written program instructions and standard procedures in processing a variety of computer production runs. Positions are distinguished from trainee positions in that incumbents are fully competent in the routine operation of a large scale computer and rapidly learn to solve the most complex problems. While incumbents in the class may assist in the instruction of trainees, Computer Operator II is distinguished from the next higher class Senior Computer Operator, in that the latter is assigned full supervisory responsibility. Employees must be prepared to accept assignments to any shift in a 24-hour, 7-day per week operation and/or rotating shift assignments.

EXAMPLES OF DUTIES:

1. Controls and monitors an electronic computer, operating the master control unit.
2. Uses system command languages to define and construct equipment configurations.
3. Monitors system status to measure system performance levels or to detect and diagnose hardware or program failures.
4. Directs the work of peripheral equipment operators as required; monitors the functioning of a teleprocessing network by means of a master terminal displaying related software and connected to the central processing unit.
5. Manipulates controls to rearrange sequence of program steps in order to continue operations when individual units of the system malfunction.
6. Participates in continuing education programs to improve professional skills.
7. Maintains operating records of machine usage and performance; may assist in the instruction of trainee operators.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and successful completion of training at the level of a computer Operator or experience sufficient to operate a large scale computer such as the IBM 360 or 370 at the journeyperson level; or an equivalent combination of education and experience. Two years of post high school technical or undergraduate training is desirable.

Knowledge, Abilities and Skills: Requires a knowledge of: principles, operation and adjustment of large scale electronic computers; principles and uses of unit record and teleprocessing equipment.

Requires the ability to: operate and monitor a large scale electronic computer, unit record and teleprocessing equipment; deal effectively with problems that arise in relation to processing operations; and follow written and oral instructions.

CLASS TITLE: COMPUTER OPERATOR II CODE: 1736

MINIMUM QUALIFICATIONS: (continued)

Requires skill in: all aspects of equipment operation and the diagnosing of malfunctions.

PROMOTIVE LINES:

TO: 1737 Senior Computer Operator

FROM: 1734 Computer Operator I

AMENDED: 2-5-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR ELECTRONIC DATA PROCESSING EQUIPMENT OPERATOR CODE: 1737

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs the more complex functions in the operation of electronic data processing equipment, including computer console magnetic tape and disc storage devices, printer and related equipment; exercises work direction and provides consultation and advice to subordinate operating personnel; performs related duties as required.

Employees in this classification are expected to function at the master electronic data processing technician level, solving the most difficult operational problems as well as functioning as a working supervisor over employees in the journeyman operating level or electronic data processing operator trainees. Employees in this classification must be prepared to accept assignments to any shift in a 24-hour, 7-day-per-week operation and/or rotating shift assignments.

EXAMPLE OF DUTIES:

1. Monitors and controls an electronic computer by operating the central console.
2. Manipulates controls in accordance with standard procedures to rearrange sequence of program steps in order to correct computational errors or to continue operations when individual units of the system malfunction.
3. Confers with technical personnel in the event errors require a change in instructions or sequence of operations. Maintains operating records such as machine performance and production reports.
4. Performs difficult and varied work on complex data processing equipment.
5. Assists in the supervision of operators and trainees.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school and two years of experience as an electronic data processing equipment operator in the service of the City and County of San Francisco or in comparable employment outside of the City service.

Knowledge, Abilities and Skills: Requires a complete knowledge of data processing methods, principles and procedures and the use of a variety of electronic data processing equipment, including computers and peripheral equipment. Requires a knowledge of the principles of supervision and of the elements of programming for electronic data processing operations.

Requires the ability to supervise the work of a group of equipment operators working on separate assignments and to coordinate the work of employees on a shift; to understand and interpret to subordinates, complex instructions regarding machine operation and to solve the most complex operational problems.

PROMOTIVE LINES:

To : 1738 Electronic Data Processing Shift Supervisor

From : 1736 Electronic Data Processing Equipment Operator

ADOPTED: 11/13/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELECTRONIC DATA PROCESSING SHIFT SUPERVISOR CODE: 1738

CHARACTERISTICS OF THE CLASS:

Under direction, plans, assigns, coordinates and directs the work of a group of electronic data processing equipment operating personnel on an assigned shift; exercises responsibility for completion of work assignments for the installation; performs related duties as required.

Employees in this class exercise full responsibility on a given shift for the operation of the computer and related data processing equipment.

EXAMPLES OF DUTIES:

1. Assigns, trains and supervises personnel performing a variety of complex electronic data processing operations; establishes work flow and equipment utilization schedules.
2. Provides liaison between electronic data processing operations and programming staff for effective utilization of computer time; aids in testing and revision of programs and coordinates the scheduling and control of program runs.
3. Must assume full responsibility that standards of personnel and equipment, performance and quality, quantity and timeliness of output are maintained.
4. Reviews log reports on computer utilization and reports on personnel performance with Senior Electronic Data Processing Technician and takes appropriate action.
5. Maintains lines of communication with subordinates, other shift supervisors, superiors, and departmental representatives regarding mutual problems.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school and four years of experience in the operation of electronic data processing equipment, two years of which must have been in positions involving responsibilities similar to that of Senior Electronic Data Processing Equipment Operator in the service of the City and County of San Francisco. The equipment operated must have been comparable to that employed in the electronic data processing complex of the City and County of San Francisco.

Knowledge, Abilities and Skills: Requires a thorough knowledge of electronic data processing methods and procedures, including the use of a variety of data processing equipment and principles of supervision.

Requires ability to assign, supervise and coordinate the work of a group of electronic data processing equipment operators; to work harmoniously with programming and systems analysis staffs and the operating staffs of various city departments.

PROMOTIVE LINES:

To : 1739 Manager, Eelctronic Data Processing Operations Division

From: 1737 Senior Electronic Data Processing Equipment Operator

ADOPTED: 11/13/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, ELECTRONIC DATA PROCESSING OPERATIONS DIVISION CODE: 1739

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, coordinates and directs the operations of an electronic data processing complex consisting of multiple computer installations with peripheral equipment; assigns personnel and schedules a flow of work to maximize work output of equipment; performs related duties as required.

Requires responsibility for assisting in policy formulation and for establishing and enforcing methods and procedures to be employed in the operation of electronic data processing equipment; making responsible contacts with programming, systems and operating personnel with respect to scheduling and other aspects of data processing operations; directing the preparation of, and reviewing operational records and reports.

EXAMPLES OF DUTIES:

1. Directs, through subordinate supervisory personnel, the operations of the electronic data processing machine section, including computers and peripheral equipment on multishift operation; plans and assigns the work of machine operating personnel; establishes internal controls to regulate quality of work output;plans and schedules work flow, and establishes priorities for processing of data.

2. Consults with systems analysts and programming staff as well as with representatives of operating departments on the application of machine processing procedures, and the usuage of computers and related equipment; coordinates the activities of the data processing division with those of other departmental operations.

3. Plans and directs the formal and informal training programs for Electronic Data Processing Equipment Operator Trainees; evaluates the progress and performance of subordinates.

4. Assures efficient and continuous operating of equipment by establishing and enforcing adherence to maintenance and repair schedules; directs the maintenance of records of equipment operation, including those indicating distribution of costs of operation; analyzes data output of division, and prepares a variety of operating records and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and six years of progressively responsible experience in data processing which must have included the operation of computers and two years of which must have been at the supervisory level.

Knowledge, Abilities and Skills: Requires a complete knowledge of electronic data processing methods and procedures; of the use and operation of computers and peripheral equipment; requires some knowledge of the principles of programming.

Requires the ability to coordinate, systematize and direct a multishift operation involving the most technical and complex data processing activities; to represent the Data Processing Division before outside agencies and to write and speak effectively.

PROMOTIVE LINES:

To : No normal promotive line

From : 1738 Electronic Data Processing Shift Supervisor

ADOPTED: November 13, 1967

CLASS TITLE: BLUEPRINTING MACHINE OPERATOR CODE: 1740

CHARACTERISTICS OF THE CLASS:

Under supervision, operates blueprint and/or ozalid machines in reproducing plans, charts, maps, tracings and other documents; and performs related duties as required.

Requires normal responsibility for: following standardized methods and procedures in the operation of blueprinting, ozalid and other reproducing machines; preventing moderate losses through the safeguarding and proper handling of machines. Nature of work requires normal attention with short periods of concentration for accurate results, some physical effort and dexterity in the use of fingers and hands in the operation of machines and equipment.

EXAMPLES OF DUTIES:

1. Operates a blueprinting and/or ozalid machine in the production of blueprints, ozalids, brown line and van dyke prints; makes duplicate tracings; makes ammonia prints.
2. Maintains equipment by oiling and greasing, cleaning globes and contact glass, placing and trimming of arc lamp globes, and making minor repairs and adjustments.
3. Mixes chemical solutions; determines exposure time according to type and transparency of papers; trims prints to required size.
4. May occasionally operate a photocopy machine in the reproduction of typewritten work, printed material, documents and records.
5. Performs clerical work incidental to the operation of machines and related procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least one year of experience in the operation of blueprint or ozalid machines; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of processing materials and chemicals used in blueprinting and photo reproduction work.

Requires ability to: operate blueprint and ozalid machine in producing high quality work; perform simple clerical work; make simple mathematical computations; follow written and oral instructions.

PROMOTIVE LINES:

To: Senior Blueprinting Machine Operator

From: Original entrance examination

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR EDP SHIFT SUPERVISOR CODE: 1741

CHARACTERISTICS OF THE CLASS:

Under general direction, receives and reviews work submitted by programmers and/or control sections for processing through a multiple computer complex; assigns personnel on each of four shifts, sets priorities, and schedules work to achieve maximum utlization of personnel and equipment; and performs related duties as required.

DISTINGUISHING FEATURES:

The work of the Senior EDP Shift Supervisor involves the efficient flow of jobs through the computer or operational section of a medium to large electronic data processing division. It requires complete familiarity with installed computer and related equipment and the responsibility for the optimum utilization of personnel and equipment. Workers in this class are directly responsible to the Manager, EDP Operations Division.

EXAMPLES OF DUTIES:

1. Plans, schedules, and coordinates the operations of a large computer complex with the division manager, shift supervisors, programmers, and the control supervisor; establishes internal controls to ensure timely, high quality computer output.
2. Schedules routine, periodic maintenance on equipment and contacts the manufacturer for emergency service; assists in the planning for and installation of new equipment.
3. Ensures that operational records on computer and related equipment are accurately kept; reviews daily Operations Morning Report noting procedural problems encountered on other shifts; initiates remedial action to ensure against recurring machine stoppages.
4. Attends managerial staff meetings and assists in the formulation of division policies and standards.
5. Plans training programs for trainee employees; coordinates training classes conducted by the manufacturer for all assigned personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of high school and five years of experience in the operation of electronic data processing equipment, two years of which must have been at a level comparable to EDP Shift Supervisor in the service of the City and County of San Francisco; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of electronic computer systems used for processing a variety of data from several major sources; computer programming principles and techniques; the San Francisco municipal organizational structure; management and personnel administrative procedures.

Requires an ability to: Assign, supervise and coordinate the work of a group of EDP Shift Supervisors; work harmoniously with programming and system analysis staffs and the operating staffs of City departments; analyze data and make recommendations for improving and expediting computer production.

PROMOTIVE LINES:

To : 1739 Manager, Electronic Data Processing Operations Division

From: 1738 Electronic Data Processing Shift Supervisor

ADOPTED: April 6, 1970

CLASS TITLE: SENIOR BLUEPRINTING MACHINE OPERATOR CODE: 1742

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs difficult blueprint and photocopy work; and in addition, exercises work direction over other blueprinting machine operators; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures relating to the proper operation of blueprinting and ozalid machines; preventing moderate losses through the proper handling, safeguarding and servicing of blueprinting equipment; keeping routine records and reports of time and work done. Nature of work requires short periods of concentration for accuracy of results; some physical effort and dexterity in the use of fingers and hands in the operation of equipment.

EXAMPLES OF DUTIES:

1. Supervises blueprinting machine operators in the reproduction of plans, charts, maps, tracings and other documents; assigns work to subordinates; trains new employees; checks progress and completion of work.
2. Supervises and personally participates in various reproduction operations and processes, including making blueprints, ammonia prints, blue line prints, van dyke negatives, duplicate tracings, etc.
3. Maintains a stock of chemicals, blueprint paper and other sensitized papers; indexes and maintains files of reproduced material; tests sensitized papers submitted by suppliers.
4. Makes estimates of costs and time on jobs; keeps records and makes reports of work done.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least two years of experience as a blueprinter or photocopy operator; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough working knowledge of: the process, materials and chemicals used in blueprinting and other similar reproduction processes; terminology applied to various types of reproductions of maps and drawings; capabilities of various machine operating methods; maintenance requirements of blueprint, ozalid. and similar machines; properties of various types of sensitized papers, chemicals, negatives and the problems present in making effective reproductions.

Requires ability to: organize and supervise the work of a small group of subordinates; keep routine records and prepare routine operating reports; deal tactfully, courteously and effectively with subordinates.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Blueprinting Machine Operator

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: TECHNICAL INSTRUCTIONAL ASSISTANT, COMPUTER SCIENCE CODE: 1745

CHARACTERISTICS OF THE CLASS:

Under general direction of an instructor, supervises computer science students learning computer programming; teaches operation of the keypunch and teletype machines; instructs in computer languages, including BASIC FORTRAN IV and COBOL 306 ASSEMBLER; assists the instructor in general laboratory activities and performs related duties as required.

Requires responsibility for: Following the direction of the instructor in assisting students in working out computer programs; analyzing computer outputs for errors in programs, suggesting necessary changes; enforcing proper and efficient use of laboratory equipment such as teletype and keypunch machines; making frequent contact with teachers, students, and other departmental personnel.

EXAMPLES OF DUTIES:

1. Analyzes student computer output for errors; discusses reasons for changes in program; follows up on corrections.
2. Instruct students in operation of teletype and keypunch machines.
3. Instructs students in computer languages, including BASIC FORTRAN IV 360 Assembler and COBOL.
4. Using IBM manuals, instructs students on the details of the operation of computer systems.
5. Assists the instructor in general laboratory duties.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of college with courses in computer languages including BASIC FORTRAN IV, and COBOL mathematics courses through college algebra or an equivalent combination of training and experience. Knowledge of mathematics through differential calculus and experience in the computer field desirable.

Knowledge, Abilities and Skills: Requires a knowledge of: Computer languages, including BASIC, FORTRAN IV, COBOL; the operation of keypunch and teletype machines; IBM manuals on the detailed operation of various computer systems; advanced mathematics, at least through college algebra, preferably through differential calculus.

Requires skill and ability to: Deal patiently with students, answering their questions, helping them solve their technical problems; work under pressure with a large number of people; cooperate with the instructor and other departmental personnel.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original extrnace examination.

ADOPTED: July 16, 1973

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1750 MICROPHOTO/ IMAGING TECHNICIAN

Definition: Under general supervision, the microphoto/imaging technician operates a variety of equipment used in producing copies of legal documents, maps, plans, building applications, payroll and retirement system records, social security documents and other printed materials. The microphoto/imaging technician operates a variety of microfilm and/or imaging equipment including (but not limited to) microfilm camera, reader printers, duplicators, developers, inserters, scanners, computers and related equipment; utilizes various computer applications; sorts, scans, films, types, indexes, files, retrieves, jackets, and prints documents; makes diazo copies; splices film for correction and completes exposures; requisitions material and supplies; checks inventory; maintains logs of work received and completed; utilizes aperture cards; lifts and moves heavy items; maintains and makes minor repairs of microfilm equipment; prepares chemical solutions; lubricates, cleans, maintains and makes repairs of microfilm equipment; may deliver and/or retrieve documents from various work sites; and performs related duties as required.

Distinguishing Features: A position in job code 1750 Microphoto Imaging Technician, which is the journey-level code in the series, typically involves responsibility for day-to-day operations of microfilming/imaging activity. Positions in code 1750 are distinguished from those in code 1752 Senior Microphoto/Imaging Technician by the supervisory responsibilities and/or oversight exercised by code 1752.

Supervision Exercised: None

Examples of Important and Essential Duties: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Operates a wide variety of microfilm/imaging equipment used in making copies of maps, plans, records, documents and other printed materials; operates diazo duplicating equipment; reconstructs missing documents; uses special attachments and adjustments in making copies from microfilm.

2. Lubricates and cleans microfilm and other equipment; when necessary may prepare chemical solutions, such as developer and ammonium hydroxide, in connection with the work.

3. Requisitions materials and supplies and checks stock.

4. Microfilms a variety of printed materials including legal documents; inserts film into jackets; utilizes aperture cards; loads microfilm into cartridges; labels cartridges and jackets.

5. Reviews completed microfilm for quality and density; checks microfilm for any deletions of documents.

6. Splices film for correction and completing exposures.

7. Identifies materials and/or index documents based on name/number or other identifiers and recording information into work log.

8. Responds to inquiries from staff; assists staff in using the reader machine.

9. Files and retrieves documents.

10. Maintains a log of work received and completed.

11. Maintains and handles minor repairs of microfilm equipment.

12. Types and updates information on documents.

Job Related and Essential Qualifications:

Knowledge of: microfilm and microfilm techniques; reader printer, 16 mm camera, 35 mm planetary camera, 16 and 35 mm inserter, diazo printer developer, jacketing machines, microfiche; and OSHA safety regulations.

Ability to: communicate effectively orally and in writing; deal courteously and tactfully with users of the service; plan effective utilization of microfilm equipment; assist in the development of record keeping and retrieval systems for large quantities of microfilmed documents and records; and prepare and review routine reports.

Skill to: lift heavy microfilm equipment and to drive to and from work sites; operate and maintain microfilm cameras and related photocopy equipment; prepare chemicals and materials used in work.

Experience and training Guidelines:

1. One (1) year of experience as a microphoto technician in the operation and maintenance of microfilm, duplication and photocopy equipment, including editing, splicing and jacketing of film.

2. Ability to lift forty (40) pounds.

Note: Some positions may require possession of a valid California driver license. For some positions, the candidate must have general knowledge of Microsoft Office: Word 97, Excel, and Database software.

Essential functions require the following physical skills and work environment: may deliver and/or retrieve documents from various work sites and lifting of heavy microfilm equipment.

Effective Date: January 3, 1977

Amended and Retitled Date: Oct. 1, 1999

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1752 SENIOR MICROPHOTO/ IMAGING TECHNICIAN

Definition: Under supervision, the senior microphoto/ imaging technician oversees the reproduction, cataloging, and storage of large volumes of documents and/or diagrams including legal documents, maps, plans, building applications, payroll and retirement system records, social security documents and other printed materials; operates a variety of microfilm and/or imaging equipment including (but not limited to) microfilm camera, reader printers, duplicators, developers, inserters, scanners, computers and related equipment; sorts, scans, films, splices film for correction and completes exposures; makes diazo copies, types, files, retrieves, jackets and prints documents when required; may utilize aperture cards; using various computer applications; prepares chemical solutions; organizes and coordinates microphoto/imaging activities; trains and supervises subordinate technicians and clerical assistants; prepares quarterly reports of work performed by staff; checks filmed or scanned documents to ensure archival quality reproduction; maintains proper indexing of records; is responsible for requisitioning and maintaining adequate inventory supply levels; communicates with other city departments and outside vendors for service and supplies; arranges the pickup and delivery of documents; maintains current logs of document and inventory stored onsite and offsite; lifts and moves heavy items; maintains and makes minor repairs of microfilm equipment; may require delivering and/or retrieving documents from various offsite locations; and performs related duties as required.

Distinguishing Features: A position in job code 1752 Senior Microphoto/Imaging Technician, which is the advanced journey-level code in the series, typically involves responsibility for day-to-day operations of microfilming/imaging activity and may be required to exercise supervision over subordinates involved in equipment operations.

Supervision Exercised: A 1752 Microphoto/ Imaging Technician may daily assign, supervise, and review the work of 1750 Microphoto Imaging Technicians and/or clerical assistants; and performs other related duties as required.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job codes and are not intended to be an inclusive list.

1. Operates a wide variety of microfilm/imaging equipment used in making copies of maps, plans, records, documents and other printed materials; operates diazo duplicating equipment; reconstructs missing documents; uses special attachments and adjustments in making copies from microfilm.

2. Supervises subordinate technicians and clerical assistants; organizes and coordinates activities involved in microfilm activities; instructs, trains and checks employees on completion of work to ensure the effective use of microfilm equipment.

3. Maintains work records and service accounts.

4. Maintains and makes minor repairs to equipment in cases of equipment failure; obtains assistance from equipment vendors and other outside sources.

5. Requisitions materials and supplies and checks stocks.

6. Prepares chemical solutions used in microfilm.

7. Performs storage and retrieval processes including the use of microfiche jackets and aperture cards.

8. Operates a variety of office equipment incidental to the job such as photocopy equipment and calculators.

9. Maintains and handles minor repairs of microfilm equipment.

10. Types and updates information on documents.

Job Related and Essential Qualifications:

Knowledge of: microfilm and microfilm techniques; reader printer, 16 mm camera, 35 mm planetary camera, 16 and 35 mm inserter, diazo printer developer, jacketing machines, microfiche; and OSHA safety regulations.

Ability to: communicate effectively orally and in writing; deal courteously and tactfully with users of the service; plan effective utilization of microfilm equipment; assist in the development of record keeping and retrieval systems for large quantities of microfilmed documents and records; supervise and train employees in the effective use of microfilm equipment; and prepare and review routine reports.

Skill to: lift heavy microfilm equipment and to drive to and from work sites; operate and maintain microfilm cameras and related photocopy equipment; prepare chemicals and materials used in work.

Experience and training Guidelines:

1. Two (2) years of experience as a microphoto technician in the operation and maintenance of microfilm, duplication and photocopy equipment, including editing, splicing and jacketing of film.

2. Ability to lift forty (40) pounds.

Note: Some positions may require possession of a valid California driver license. For some positions, the applicant must have general knowledge of Microsoft Office: Word 97, Excel and Database software. Some positions require one (1) year of supervisory experience.

Essential functions require the following physical skills and work environment: may require delivering and/or retrieving documents from various work sites and lifting of heavy microfilm equipment.

Effective Date: January 3, 1977

Amended and Retitled Date: **Oct. 1, 1999**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1760 OFFSET MACHINE OPERATOR

Definition:
Under direct supervision, operates multiple head offset duplicating machines and other related printing, bindery and finishing equipment for the reproduction of varied camera-ready originals.

Distinguishing Features:
Class 1760 Offset Machine Operator is the journey-level class of the series. This class is distinguished from Class 1762 Senior Offset Machine Operator in that the latter also performs supervisory functions.

Supervision Exercised: None

Examples of Important and Essential Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Operates, sets up and adjusts offset duplicating machines and other related printing, bindery and finishing equipment such as high speed copier machines, collators, and folding machines, etc., according to copy specifications and for different sized and weights of stock to produce printed materials; balances mixture of ink and fountain solution to proper consistency.
2. Maintains machines in good working order by cleaning, greasing and oiling; performs minor repairs when necessary; keeps work and storage areas orderly.
3. Preserves and files negatives, masters and printing plates.
4. Records and reports progress of work.
5. Controls inventory; may requisition material and supplies.
6. May perform printing-related clerical, bindery, finishing and other tasks.
7. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:
Knowledge of: the operation of offset duplicating machines and other related printing, bindery and finishing equipment such as high speed copier machines, collators, and folding machines; safe operation of printing and related machinery, fire prevention, safe handling and disposal of chemicals and the maintenance of the work and storage areas in an orderly manner; grades, weights and sizes of paper, kinds and uses of graphic art chemicals.

1760 Offset Machine Operator

Ability to: communicate orally and in writing in an effective manner with repairmen, vendors and departmental personnel; prepare routine records and reports; read and understand written instructions such as operating manuals, requests for reproduction, etc.; interact tactfully, courteously, and diplomatically with other departmental personnel.

Skill to: identify and distinguish among grades, weights and sizes of paper, kinds and uses of graphic art chemicals; mix inks and solutions to proper color and consistency; make masters by and differentiate between direct exposure and burning methods; maintain equipment and perform minor repair procedures.

Experience and Training Guidelines: two years experience as an offset machine operator

Special Requirements: Essential duties require the following physical skills and work environment: physical effort and manual dexterity in the operation and maintenance of offset or other related equipment. May be required to perform heaving lifting of at least 50 pounds.

Effective Date: January 1, 1961

Amended Date: July 23, 1999

Reason for Amendment:
To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: SENIOR OFFSET MACHINE OPERATOR CODE: 1762

CHARACTERISTICS OF THE CLASS:

Under direction, operates an offset duplicating machine for reproducing typewritten and other material from master plates; supervises the work of several machine operators; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures related to the operation and maintenance of davidson or multilith offset duplicating machines and related equipment; preventing moderate losses through the proper handling and safeguarding of such equipment; maintaining routine reports of time and work done and in process. Nature of work requires some physical effort and dexterity in the use of fingers and hands in the operation of offset or related machines and equipment.

EXAMPLES OF DUTIES:

1. Schedules, assigns and reviews the work of offset machine operators engaged in the operation and maintenance of davidson or multilith offset duplicating machines, mimeograph and ditto machines and other duplicating equipment.
2. Operates an offset process davidson or multilith duplicating machine and other equipment in the reproduction of single or multi-color work from master plates.
3. Adjusts machines for different weights and sizes of stock; inks and adjusts rollers and regulates flow of ink and repellent solution.
4. Preserves and files negatives, masters and printing plates for future use.
5. Makes adjustments to machines and maintains them in good working condition.
6. Maintains files of duplicating masters and other related files.
7. Performs miscellaneous clerical duties such as assembling and stapling reproduced materials; orders and maintains necessary supplies.
8. May estimate the cost of duplicating jobs; requisitions and is responsible for materials and supplies for offset equipment; submits reports on progress of work and recommends changes and improvements in methods and procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least two years of experience as an offset machine operator.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the operation of various types of duplicating equipment; types, quality, sizes and uses of paper, inks, solvents and various supplies needed; modern office methods and procedures.

Requires ability to: make minor adjustments of duplicating machines and other related equipment; perform or supervise routine clerical work; assign, supervise and review the work of a small group of employees; follow oral and written instructions; deal tactfully, courteously and effectively with subordinates.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Offset Machine Operator

Desk - insert

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: REPRODUCTION SUPERVISOR I CODE: 1763

CHARACTERISTICS OF THE CLASS:

Under direction, supervises employees of the Reproduction Bureau engaged in a wide variety of reproduction work including printing, blueprinting, photographing, photostating, mimeograph printing and microfilming; assists employees of the unit; performs all reproduction work when necessary; and performs related duties as required.

Requires responsibility for: Coordinating, explaining and carrying out methods and procedures relating to a variety of reproduction services for City departments; achieves economies through proper handling, maintenance and safeguarding of reproduction equipment; facilitates work flow through assistance and supervision of subordinates; cost estimates work orders from City departments.

EXAMPLES OF DUTIES:

1. Supervises and participates in the use of reproduction equipment, including blueprinting, photographing, photostating, offset and mineograph printing and microfilming equipment; when necessary, adjusts and maintains such equipment.
2. Schedules, assigns and reviews the work of employees of the Reproduction Bureau; maintains work flow by proper assignment of personnel.
3. Maintains files on negatives, masters and printing plates for future use; orders and maintains stocks of all necessary supplies needed in reproduction work.
4. Assumes direction of the Reproduction Bureau in the absence of the Blueprint and Reproduction Manager; assists in cost estimating and checking of funds for work orders from City departments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school supplemented by at least five years' experience in a variety of reproduction equipment, including diazo and blueprinting, photographing, photostating equipment along with offset and mimeographing printing; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the methods, tools, machinery, and equipment used in lithography, blueprinting and offset process duplicating machines or other similar equipment; types, quality, sizes, and uses of paper, inks and other needed supplies; knowledge of equipment used in cutting, assembling and fastening operations.

Requires ability to supervise the work of others; plan the operation and effective use of equipment and personnel; prepare cost estimates on work orders.

PROMOTIVE LINES:

To : 1778 Blueprint and Reproduction Manager

From: 1762 Senior Offset Machine Operator

ADOPTED: 10/6/69

Retitled: 7/1/77

(AMENDS code 1764
adopted 11/6/67)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MAIL AND REPRODUCTION SERVICE SUPERVISOR CODE: 1764

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises the operation of a central reproduction service for the San Francisco Unified School District; supervises microfilming and central storage of filmed School Department records; supervises a mail unit involved in the distribution of department mail, bulletins, and other materials to all School Department facilities; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and enforcing policies, methods and procedures relating to mail delivery, microfilming, and centralized reproduction services for the San Francisco Unified School District; achieves moderate economies through proper cost estimating and proper maintenance and safeguarding of reproduction equipment; preparation and review of operational records and reports. Nature of the work may require some physical effort and dexterity in the operation of offset or related machines and equipment.

EXAMPLES OF DUTIES:

1. Supervises and/or participates in the operation of reproduction equipment, including offset presses, mimeograph and addressograph equipment and plate-making equipment in the reproduction of single or multiple work from master plates; may adjust machines for different weights and sizes of stock; when necessary, inks and adjusts rollers and regulates flow of ink and repellant solution.

2. May estimate the cost of duplicating jobs to determine whether work will be done by department or by outside contractor and to set price if material is to be sold; initiates requisitions for materials and supplies for offset and other reproduction equipment; submits reports on progress of work and recommends changes and improvements in methods and procedures.

3. Estimates materials, supplies, and equipment costs per unit based on prior experience for inclusion in the department budget; recommends purchase of new equipment or replacement; reviews and approves work orders; initiates requests for purchase orders and withdrawals from revolving fund for reproduction services.

4. Performs layout work in connection with graphic bulletins and drawings to see that the material can be properly fitted together for presentation in a manual or book.

5. Supervises the collating, punching, assembling and stapling of materials for school distribution.

6. Supervises personnel of the mail unit involved in the pickup, sorting and distribution of U.S. and School Department mail for offices and schools of the Department; assigns personnel, and changes schedules to insure maximum efficiency and effectiveness in meeting deadlines; reviews completed work.

7. Supervises the preparation of school records for microfilming, storage and retrieval.

CLASS TITLE: MAIL AND REPRODUCTION SERVICE SUPERVISOR (contd) CODE: 1764

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school supplemented by at least five years of recent experience in the operation of offset process duplicating machines, plate-making equipment, or other similar reproduction equipment, including at least two years in a supervising capacity; or equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the operation of various types of offset, duplicating and other similar equipment; types, quality, size and use of paper, inks, solvents and various supplies needed for this work; knowledge of equipment used in cutting, assembling, and fastening operations. Requires ability to plan and supervise the operation of reproduction service; layout and analyze work to be done; plan operations and achieve efficient utilization of equipment and personnel; prepare accurate cost estimate for machine operation; make minor adjustments on duplicating machines and other related equipment.

PROMOTIVE LINES:

To : 1778 Blueprint and Reproduction Manager

From: 1762 Senior Offset Machine Operator

ADOPTED: November 6, 1967

AMENDED: December 12, 1967

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: MEDIA PRODUCTION TECHNICIAN **Job Code: 1766**
Business Unit: COMMN

Definition: Under immediate supervision, provides technical support in the broadcast, videotape, and rebroadcast of Board of Supervisors meetings, Committee meetings, public hearings and other public agency or community meetings.

Distinguishing Features: Positions in this class are entry level positions in the series and are distinguished from the higher level positions in the series in that this class follows routine and established procedures in carrying out assigned technical duties.

Supervision Exercised: None

Examples of Important and Essential Duties:
According to Civil Service Commission rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Operates automated video playback equipment by loading the correct listings from a program database into specialized software, routing the correct audio and video inputs to the correct outputs and creating an event table which lists in detail which audio and video sources are going to air in the automated sequence; formats and updates the library script, creates public service announcements and, adds graphic and text information to scripts.

2. Sets up, checks, adjusts, and troubleshoots production equipment such as lights, PA system, robotic cameras and their camera control units; puts color bars and tone to tape and uses the PC based CG Inscriber character generator program to create item scrolls and overlay graphics to title meetings for live broadcasts of Board of Supervisors, Committee Meetings, Public Hearings, and community meetings.

3. Assists with both location and in-studio productions of live and live-to-tape video production by transporting equipment such as cameras, wires, cables, lights, microphones, audio mixer, video switcher, waveform/vectorscope, tripods & set design props, (backgrounds if needed); assists the production supervisor with synching video sources with the switcher, adjusting set lights, preparing the set, wiring lavalier microphones with an audio mixer, titling graphics live, assisting the talent; operates camera on tripod as the videotape operator.

4. Edits programs for airing by normalizing playing time by adding Public Service Announcements on to the end of meeting tapes; converts meeting agendas to a text format for storage and retrieval in the CG Inscriber character generator; manipulates and creates some of the overlays for programs taped outside of the chambers; adds graphic screens, overlays, crawls, and conclusion screens to the tape in order that the tape may be played on the air.

5. Performs clerical functions including FAXing, using e-mail, assembling packet materials, typing staff meeting notes; communicates to public and other city employees regarding channel status.

6. Performs related duties as required.

JOB CODE TITLE: MEDIA PRODUCTION TECHNICIAN **Job Code: 1766**
Business Unit: COMMN

Job Related and Essential Qualifications:

Knowledge of: television studio production and theory; technical use of video and audio production equipment; broadcast technical standards for video programs.

Ability to: recognize and correct deficiencies in video and sound; use PC and production software and other related programs; operate professional camera and video tape deck equipment in order to perform playback duties and produce dubs; operate audio board, waveform/vectorscope, video/audio routing system; communicate effectively orally and in writing.

Experience and Training Guidelines:

Experience: 2 years of broadcast production experience.

Substitution: Certificate from a recognized media production program; **OR** possession of a baccalaureate degree from an accredited college or university in broadcasting.

License: Possession of a valid driver's license

Essential duties require the following physical skills and work environment: travel to production locations and moving and/or lifting of heavy equipment; exposure to disagreeable weather conditions; working in small confined spaces, among crowds, or unpredictable field conditions.

Effective Date: 9/20/00

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: MEDIA PROGRAMMING SPECIALIST **JOB CODE: 1767**
Business Unit: COMMN

Definition: Under general supervision, responsible for production, scheduling, and acquiring on-air programming on the City's cable television channel.

Distinguishing Features: The 1767 Media Programming Specialist is distinguished from the 1766 Media Production Technician by its responsibility for creating and programming content whereas the latter class follows routine and established procedures. The 1768 is distinguished from the 1769 Media Production Supervisor in that the latter has supervisory responsibility for subordinate staff.

Supervision Exercised: None

Examples of Important and Essential Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Organizes, coordinates and schedules all programming for cable cast on the City's cable television channel; prepares and maintains daily programming logs, on-air, voice mail and internet schedules under a weekly deadline for 24-hour playback; monitors that accurate adherence to playback schedules occurs; uses professional video equipment to update programming changes; prepares tapes and oversees those engaged in preparation of videotapes for cable cast; updates and maintains computerized records database(s); organizes, catalogs & maintains tape library.

2. Acquires outside programming for the channel and screens programs for appropriate content and technical quality; conducts outreach/networking for new programs and public service information; provides and communicates program information to public and city staff; creates a monthly "programming" highlights flyer.

3. Designs and produces graphics for video productions; receives text and graphics from City departments to process and incorporate into designs; defines the graphic standards for the station; coordinates acquisition of information and imagery to assure consistency with established standards for the station; trains staff in graphic production, and application of designs; oversees production; produces video public service announcements (PSA) for the channel.

4. Develops program information on the channel and on the internet; produces station identification and promotional messages using various motion graphic software applications to achieve consistent and recognizable identity on the San Francisco government cable channel; initiates new visuals for programs and billboards to gain viewer audience; inputs still photos, graphics and logos as part of the design process; explores animation software capabilities for application on the station; maintains the channel's information billboard on air graphics system for delivery of City department PSA information; updates design and text information.

5. Directs and operates video production equipment for live cable casting of public meetings and special events from S.F. City Hall or for studio and remote production using a wide variety of equipment; directs talent; directs the dubbing & editing of static screens and/ or short programs as fillers.

6. Performs related duties as required.

Job Related and Essential Qualifications:

Knowledge of: program scheduling techniques including programming all aspects of an automated playback system; data base, spread sheet and word processing software applications; research methods & techniques and basic record keeping principles; media production principles and techniques including use of all audio and video production equipment; graphic design, computer animation programs and all related technical software applications necessary for their production; non-linear and linear video editing and post production programs to produce broadcast quality productions; PC, Macintosh and Amiga operating systems.

Ability to: operate a variety of media equipment (hardware & software) including professional video camera set up and operation, both studio and ENG packages; perform graphic workstations work under a weekly & monthly deadline; operate character generator, video and audio mixers, studio lights, audio & video switchers, robotic cameras; operate playback of video tape for cable cast; operate a variety of office equipment, set up and maintain records, track resources; format, edit and update information into viewable and readable "on-air" public information; create and maintain graphics; store and deliver graphic imagery for production and post production; recognize deficiencies in video and sound; shoot digital still photos; communicate effectively in writing; establish and maintain effective and cooperative working relationships with public, city staff and programming sources and communicate clearly while directing staff; respond to public in a polite and tactful manner;

Experience and Training Guidelines:

Experience: 3 years of broadcast production experience.

Substitution: Certificate from a recognized media production program and 1 year of broadcast production experience; **OR** a baccalaureate degree from an accredited college or university in broadcasting or graphic design and 1 year of broadcast production experience.

License: Possession of a valid California Driver's license.

Essential duties require the following physical skills and work environment: travel to production locations and moving and/or lifting of heavy equipment; exposure to disagreeable weather conditions; working in small confined spaces, among crowds, or unpredictable field conditions.

Effective Date: 9/20/00

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TECHNICAL INSTRUCTIONAL ASSISTANT - PHOTOGRAPHY CODE 1768

CHARACTERISTICS OF THE CLASS:

Under direction, performs and is responsible for creative and skilled technical work in a college photography laboratory in the production and presentation of visual aids (slides, photographs, etc.); maintains equipment; operates identification camera; produces and processes photostats of student transcripts; maintains and services negative print file and provides photographic services to all college departments; and performs related duties as required.

Requires responsibility for: demonstrating initiative and ingenuity in developing teaching aids and preparing other materials for the use of instructors; the management and improvement of functions relating to the use of photography equipment; enforcing proper and efficient use and handling of photography equipment, supplies and materials; frequent contact with teachers, students, and other departmental personnel.

EXAMPLE OF DUTIES:

1. Supervises laboratory assistants; arranges work schedules and assigns work; trains new assistants.
2. Establishes and maintains inventories, including related records; orders equipment and supplies; prepares equipment and supplies budget, and exercises budgetary control over supplies; responsible for purchase order accounts and petty cash funds; maintains schedule for maintenance and repair of equipment.
3. Performs minor repairs on photographic equipment; operates print washer-driers and film driers.
4. Supervises the maintenance of dark rooms and various work areas with special reference to safety.
5. Drives car on assignments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, with course work in photography and/or physics, and/or chemistry, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a knowledge of: the principles, practices and routine procedures of photography laboratory operations especially as related to laboratory experiments and the apparatus, equipment and supplies used therein.

Requires skill and ability to: operate photostat machine and all types of photographic equipment, construct other teaching aids, supervise and direct the work of others; keep records and prepare related reports.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

ADOPTED: 5/28/64

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: MEDIA PRODUCTION SUPERVISOR **JOB CODE: 1769**
Business Unit: COMMN

Definition: Under direction, supervises a unit of Media Production Technicians and Media Program Specialists which is responsible for the production of live and videotaped meetings, public service announcements, location productions, and in-studio productions. Monitors the quality of productions.

Distinguishing Features: This position is distinguished from 1767 Media Programming Specialist by its responsibility for supervising staff. It is distinguished from the higher code of 1775 Cable Television Manager in that the latter provides technical and administrative management over the City's municipal cable television channel and video production services.

Supervision Exercised: First-line supervision of subordinate staff.

Example of Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Produces, engineers, directs, shoots, edits and supervises video productions, including single camera "film style" and ENG (electronic news gathering) type productions, studio productions, multi-camera remote productions, and coverage of public meetings held at City Hall with robotically controlled cameras.
2. Recommends, designs, installs and maintains production and playback equipment and systems.
3. Operates video switcher, character generator, video cameras, videotape recorders, robotic camera controls, camera control units, waveform monitors, vectorscope, audio and video routing switchers, lighting instruments, editing and other audio and video production equipment for the production of video programming for the city's cable television station.
4. Supervises, evaluates and trains production staff.
5. Prepares complete production budgets for productions billed to outside agencies; works with representatives of City departments to create effective video productions; makes policy and budget recommendations to management.
6. Communicates in writing and verbally with representatives of City departments.
7. Performs related duties as required.

Job Related and Essential Qualifications:

Knowledge of: media production processes, graphic design, script writing, directing, camera work, lighting, and linear/non-linear editing; minor maintenance of audio-visual equipment; supervisory principles.

Ability to: understand technical specifications, troubleshoot and handle routine maintenance of equipment; operate a variety of media equipment including professional video camera set-up and operation; coordinate and supervise production staff in all phases of media production; establish

and maintain effective and cooperative working relationships with public, city staff and programming sources; communicate effectively orally and in writing; plan and budget for production resources.

Experience and Training Guidelines

Education: Bachelor's degree from an accredited college or university in Broadcasting.

Experience: Four years of broadcast production experience.

Substitution: Job-related experience may be substituted on a year for year basis for the educational requirement.

License: Possession of a valid driver's license

Essential duties require the following physical skills and work environment: travel to production locations and moving and/or lifting of heavy equipment; exposure to disagreeable weather conditions; working in small confined spaces, among crowds, or unpredictable field conditions.

Effective Date: 9/20/00

CLASS TITLE: PHOTOGRAPHER CODE: 1770

CHARACTERISTICS OF THE CLASS:

Under direction, takes black-and-white and color still photographs; develops and processes film; prints, enlarges, reduces and copies photographs; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures in the operation and maintenance of photographic equipment and supplies; preventing moderate losses through the proper handling and safeguarding of expensive photographic equipment and supplies. Nature of work requires continuous close attention for accurate results, involving some physical effort and dexterity in the use of fingers and hands in taking and processing photographs.

EXAMPLES OF DUTIES:

1. Photographs exteriors and interiors of buildings for public records; makes photographic copies; makes identification photographs.
2. Takes black-and-white and color photographs for all utility departments including water, airport and hetch hetchy, to supply information on accidents.
3. Developes, fixes, washes and dries negatives; files, indexes, and cross-indexes process negatives; enlarges and/or contact-prints negatives; makes color slides.
4. Cleans and maintains photographic equipment and supplies and makes minor repairs to equipment.
5. Prepares chemical solutions.
6. Trims, mounts, spots, sorts and numbers finished prints.
7. Maintains records of supplies and equipment and reorders when necessary.
8. Delivers or picks-up pictures of photostats; drives car from point to point to transport cameras and other equipment for making photographs and for picking up photographic supplies.
9. May occasionally operate a photostat machine or make, process and trim photostats.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by completion of a professional training course in commercial photography and at least two years of experience in black-and-white and color photography; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the operation of various types of photographic equipment, including cameras, projectors, enlargers, film developing equipment, tripods, flash and strobe equipment, and other photographic and dark room equipment and of the principles, procedures and techniques involved in taking, processing and developing black-and-white and color photographs. Requires ability and skill to take effective photographs which will convey thoughts and stories through the use of a variety of photographic and processing techniques and equipment.

License: Requires possession of a valid state motor vehicle operators license.

PROMOTIVE LINES:

To: Head Photographer
Photo-Lithographer

From: Original entrance examination

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: MEDIA PRODUCTION SPECIALIST **JOB CODE: 1771**
Business Unit: COMMN

Definition: Under general direction, performs all aspects of production in the areas of field, studio, and digital production to provide professional and complete broadcast quality production for use by the department, public agencies and/or their members and patrons. The Media Production Specialist exercises creativity in writing, develops and produces scripts; directs the taping of programs; sets up and operates complex electronic media production equipment such as television cameras, VTR's, switchers, lights, microphones, audio mixers, fixed robotic and broadcast equipment for videotaping gavel-to-gavel coverage of public meetings and other television productions; edits linear/nonlinear and/or digital/audio work; arranges sets and props; shoots videos for output-video compression; climbs ladders and scaffolding to adjust media equipment; maintains and handles minor repairs and adjustments to all common types of professional quality media production equipment; and performs related duties as required.

Distinguishing Features: Positions in Media Production Specialist are distinguished from 1773 Media Training Specialist in that the former are responsible for audio or video media programs used for public relations, informational or entertainment purposes; positions in the latter design media presentations applying measurable instructional objectives and evaluative techniques for employees to perform job tasks.

Supervision Exercised: None

Examples of Important and Essential Duties: According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Plans, develops and produces media productions and programs by translating management's objectives into production ideas; determines format, approach and content which will be effective in meeting goals within budget and time limitations and departmental guidelines.

2. Prepares, outlines, storyboards and scripts by arranging and scheduling talent, scene shots, locations, props and sets as required in order to initiate the production process.

3. Selects, coaches and directs talent to participate in media production; may participate in voice-over and/or camera.

4. Functions as director of media productions; transports equipment; climbing ladders and scaffolding to adjust lighting or camera; arranges sets, props and directs camerapersons.

5. Performs rough and final cuts by working with script and department representatives to achieve desired product; arranges for special effects as needed, computer-editing equipment.

6. Operates complex media production equipment such as VTR's and switchers to record and edit linear/non-linear or digital/audio work; shoots videos for output/video compression; sets up and operated fixed robotic and portable broadcast quality television cameras; and computer-editing applications/equipment, digital image and copy productions such as camera, audiotape, videotape, films and slide.

7. Maintains a media resource and equipment library by keeping and updating catalogs; maintains cardex and reserve systems; schedules use of films, tapes and equipment in order to provide agency access to materials in an orderly manner.

8. Maintains equipment in good working order by checking equipment making minor repairs; arranges for major repairs and instructs users on the proper operation of the equipment.

9. Researches and recommends purchase and implementation of new media technology and equipment by keeping abreast of developments in the field; and makes recommendations and reviews budget items related to acquisition media.

10. Trains and directs staff members, as assigned, to operate, set up, transport or maintain equipment; directs and assigns routing functions such as rewinding or erasing cassettes.

11. Performs related duties as required.

Job Related and Essential Qualifications:
Knowledge of: media production principles and techniques in the areas of studio, field, computer and audio production and equipment; purpose, use, care and maintenance of complex electronic audio production materials and equipment; video, slide and computer production materials and equipment.

Ability to: communicate clearly and effectively orally and in writing with supervisors, co-workers, other departmental personnel, members of the public and other users of the service; communicate with the public on tape; write and edit production scripts; to deal courteously and effectively with co-workers in a collaborative process.

Experience and Training Guidelines:
1. Possession of a valid California driver license; **AND**
2. Ability to lift up to fifty (50) lbs. (ability will be tested during the probationary period); **AND**
3. Possession of a baccalaureate degree from an accredited four-year college or university with major coursework in broadcasting, communications, theater arts, graphic communications, cinema, education, educational technology or a related field preferred; **AND**
4. Two years of verifiable experience of field production work specifically in professional media operation and production; **OR**
5. Two years of verifiable experience working in a professional studio setting for media productions; **OR**
6. Two years of verifiable experience using digital image acquisition/computer generated graphics for professional media production.

Notes:
(a) Graduate coursework in broadcasting or communications may be substituted for up to one year of the required experience on a thirty (30) units equal one-year basis.
(b) Additional qualifying verifiable experience may be substituted for the required education on a year-for year basis.
(c) Some positions may require that one of the years of verifiable experience must be in a professional audio production.
(d) Some positions may require knowledge of computer applications such as MS WORD, Excel, or similar software.

Special Requirements:
Essential functions require the following physical skills and work environment: ability to lift fifty (50) pounds; climbing ladders and scaffolding to adjust media equipment; maintaining and handling minor repairs and adjustments to all types of professional quality media production equipment; driving to production sites and transporting heavy equipment and portable camera units.

Effective Date: October 21, 1985
Amended Date: **March 6, 2000**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: PHOTO-LITHOGRAPHER CODE: 1772

CHARACTERISTICS OF THE CLASS:

Under direction, photographs illustrations, type-set copy or other material to produce a lithographic process negative to be used in offset, blueprint or photographic printing; makes zinc and aluminum plates for two-tone work; photographs, processes and develops pictures to be used by city departments; and performs related duties as required.

Requires responsibility and provides opportunity for preventing moderate losses through the proper handling and safe-guarding of photographic materials and equipment. Nature of work requires the application of technical skill and use of several procedures in the operation and use of photographic materials, supplies, equipment and lithographic process negatives, involving some physical effort and manual dexterity in the use of photographic equipment.

EXAMPLES OF DUTIES:

1. Takes, processes, retouches and lays-out all lithographic negatives used in offset blueprint and photographic printing; answers technical questions pertaining to the work.
2. Photographs, processes, prints, enlarges and reproduces pictures to be used by city departments for informational purposes such as hazardous conditions, accidents and construction progress.
3. Processes microfilm and gives technical advice on microfilming problems, instructs other personnel in the operation of microfilm equipment.
4. Acts for the central services supervisor in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least two years of experience in black-and-white and color photography, including some experience in processing lithographic negatives, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of the principles, techniques and procedures used in the taking and processing of black-and-white and color still photographs, and in the procedures involved in preparing lithographic process negatives used in offset or photographic printing.

Requires ability and skill to operate and use a variety of photographic equipment including copy camera, speed camera, microfilm camera and related dark room equipment.

PROMOTIVE LINES:

To: Head Photographer

From: Photographer
Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MEDIA TRAINING SPECIALIST CODE: 1773

CHARACTERISTICS OF THE CLASS:

Under general direction and review by subject matter experts, performs all aspects of production to complete professional quality media presentations for use in training public agency employees; works in coordination with, and at the request of, expert trainers in selecting and transforming training objectives into production ideas; converts production ideas into finished multi-media presentations, directs production and operates complex electronic media production equipment; reviews and evaluates the effectiveness of presentations; and performs related duties as required.

DISTINGUISHING FEATURES:

The Media Training Specialist reports to the manager of a training unit or division of a department offering regular instructional programs to large numbers of employees. Positions have full responsibility for all technical aspects in the production of training presentations, emphasizing but not limited to the use of broadcast quality audio-video equipment. Positions may direct media production specialists or other assistants in production techniques.

EXAMPLES OF DUTIES:

Class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed. (Civil Service Rule 7)

1. Works with expert trainers to identify goals and objectives which can be taught through media presentation; based on subject matter experts input, determines scope, methodology, range and nature of media training programs.
2. Plans and produces media training programs by developing scripts, formatting programs, verifying content with experts, arranging schedules, scenes, locations and props; performing actual camera and audio production; editing rough and final cuts; and making and distributing copies.
3. Maintains a resource and equipment library for departmental use, schedules use of films and tapes, checks condition of equipment, and may instruct staff in use of common equipment such as video tape players or film projectors.
4. Researches and recommends on purchase of new equipment or commerically available training media; follows developments in media technology and production equipment; makes recommendations and reviews budget items related to media production.
5. Trains and directs staff members, as assigned, to operate, set-up and transport media production equipment.
6. Plans, develops and reviews evaluations of media productions to determine effectiveness in instruction, meets with trainers and managers to improve presentations and to plan re-training as required.

QUALIFICATIONS:

The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply. (Civil Service Rule 9)

CLASS TITLE: MEDIA TRAINING SPECIALIST CODE: 1773

Knowledges, Abilities and Skills: A comprehensive knowledge of instructional communications theory and technology; current media production techniques; and evaluation strategies.

Ability to plan, schedule and complete productions by given deadlines; to develop production proposals, format programs, write scripts, film or tape programs, edit productions, and package final products; to set-up, operate, adjust and maintain a variety of professional quality multi-media equipment, including broadcast quality video production equipment, such as cameras, adapters, control units, zoom lens, U-matic players, recorders, editing VCR, monitors, light kits, microphones, edit controller, audio mixer and common playback equipment.

ADOPTED: 9-16-85
#0071b

CLASS TITLE: HEAD PHOTOGRAPHER CODE: 1774

CHARACTERISTICS OF THE CLASS:

Under direction, takes photographs: develops negatives: makes prints, enlargements, photo murals and photostats; supervises the work of technical assistants in the photo laboratory; and performs related duties as required.

Requires responsibility for: carrying out and explaining methods and procedures relative to photography and photo copy reproduction; preventing moderate losses through the proper use and safeguarding of photography supplies, equipment and facilities; keeping routine records and reports of time and work done and in process.

EXAMPLES OF DUTIES:

1. Supervises the operation of a photographic and reproduction laboratory in the processing of photographs and reproductions and assumes responsibility for the progress and completion of the work.
2. Orders supplies and equipment, maintains records of all work performed and materials used: maintains files and inventory records; records picture data and cross-indexes negatives and old plates.
3. Maintains and makes minor repairs to photographic equipment and accessories.
4. Makes black-and-white or color movies or still photographs for purposes of construction progress, accident claims, records or publicity.
5. Drives car or light truck on assignments and may occasionally use an airplane or helicopter for aerial work.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least two years of specialized training in a photography school, and at least one year of experience in general photography work involving the use of a variety of photographic and reproduction processes; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge of the principles and practices involved in operating a photographic laboratory; and a basic knowledge of photographic chemistry, art and publicity media.

Requires ability to: use various types of cameras, darkroom equipment, photo washers and dryers in processing film to present clear pictures which may be used as evidence in court cases; assign and review the work of others; deal courteously and tactfully with subordinates.

License: Requires possession of a valid state motor vehicle operator's license.

CLASS TITLE: HEAD PHOTOGRAPHER (continued) CODE: 1774

PROMOTIVE LINES:

To: No normal line of promotion

From: Photographer
Photo-Lithographer

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: CABLE TELEVISION MANAGER **JOB CODE: 1775**
Business Unit: COMMN

Definition: Under general administrative direction, responsible for providing technical and administrative management and direct support for the City's municipal cable television channel and video production services to City departments.

Distinguishing Features: This is a single position class which is distinguished from other media positions by its responsibility for managing and overseeing the production operation, implementing various policy goals and objectives for the channel, and developing short and long term strategies for channel development.

Supervision Exercised: Administrative supervision exercised over subordinate staff.

Example of Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Develop annual operating and capital budgets and prepare any necessary budget justifications based on revenue and expenditure projections and other financial analyses. Manage approved budget allocations, expenditures and inter-departmental and other billing to ensure that the channel meets budget projections.

2. Develops, recommends, and implements policies related to cable television access channels and interprets these policies for subordinates and City staff; keeps abreast of changes in cable and web related production technology.

3. Directs the development, coordination and implementation of marketing strategies to promote departmental and public awareness of municipal uses of cable television for public information dissemination and other applications involving the use of cable technology services available to City departments.

4. Initiate video production projects as part of overall channel development and oversee the development of budgets and allocation of resources for individual productions and series to insure compliance with Channel priorities, policies, and standards; manage the allocation and joint use of access channels as programming capacity increases; oversee the use of television production facilities for live, taped and remote productions.

5. Prepares periodic reports on functions/issues such as production, programming, facilities, and training and presents staff findings and recommendations regarding channel administration as directed by the Deputy Director.

6. Manage the public access channel contract to insure that the scope of work is delivered on time and within budget.

7. Manage, plan and direct the work of subordinate staff; resolve organizational, staffing and service delivery problems; review staffing decisions, evaluate performance, ensure adequate staff training and resolve difficult administrative and management problems.

8. Ensure technical quality of productions and enhance the ability of content providers to present content professionally by providing pre-production support.

9. Performs related duties as required.

Job Related and Essential Qualifications:

Knowledge of: media production practices and techniques; personnel management policies and procedures; program planning methods and techniques; government and community standards, statutes, guidelines and regulations which relate to government access and/or PEG (Public Access/Education/Government) access over a cable and/or web-based system.

Ability to: work within public/political processes; resolve conflicts among diverse groups and individuals; deal diplomatically and tactfully with diverse public and political representatives; develop and implement policies and strategic plans; make public presentations as directed; coordinate and prioritize multiple projects; develop budget recommendations and manage revenues and expenditures; analyze complex problems or situations, conduct or direct appropriate research, and recommend effective course of action; function calmly and effectively under periods of pressure and stress.

Experience and Training Guidelines:

Experience: Six years experience in commercial broadcast or PEG management including two years supervisory or management experience.

Education: Bachelor's degree from accredited college or university in Broadcasting.

Substitution: An equivalent combination of training, education, and experience which would provide the required knowledge and abilities.

License: Possession of a valid driver's license.

Essential duties require the following physical skills and work environment: travel to production locations and may require some physical tasks such as lifting, bending, stooping or moving of equipment; exposure to disagreeable weather conditions; may require working in small confined spaces, among crowds, or unpredictable field conditions.

Effective Date: **9/20/00**

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: BLUEPRINT AND REPRODUCTION MANAGER CODE: 1778

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and is responsible for the operation of a reproduction and general services bureau; exercises direction over several units engaged in a variety of activities, including photography, lithography, blueprinting, offset and photostat work, and other reproduction techniques; and performs related duties as required.

Is responsible for: interpreting, coordinating, and enforcing policies, methods and procedures relating to reproduction services for city departments, and originating and developing new procedures; achieving moderate economies through proper cost estimating for central services activities and the safeguarding and proper handling and maintenance of machines and equipment; the preparation, checking, and reviewing of important operational records and reports.

EXAMPLES OF DUTIES:

1. Exercises general direction over the personnel of the bureau; interprets departmental rules, regulations, and policies; directs the reassignment of personnel and changes in schedules in order to meet deadlines and expedite jobs; reviews completed work; enforces disciplinary action when required.

2. Computes, approves, and reviews cost estimates for various machine operation activities; makes recommendations concerning methods used in the preparation of materials for efficient work flow in reproduction and general service procedures; studies, designs, and reviews new forms and methods.

3. Prepares budget estimates and recommends equipment replacement; reviews, approves, and signs shop order forms, work orders, requisitions for purchase orders, material received ledgers, and revolving fund vouchers, and various personnel records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least eight years experience in a variety of reproduction and general service activities including the operation of related machinery and equipment, at least four years of which shall have been in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge of: the methods, tools, machinery, and equipment used in photography, lithography, blueprinting, and other reproduction techniques; effective supervision and shop management.

Requires ability to: plan, organize, and direct the work of others; work harmoniously with city department officials and employees in planning, scheduling and completing work; do layout work and form design in connection with new and improved procedures; improvise tools, machinery, and equipment to solve difficult and complex problems; prepare accurate cost estimates for machine operation.

PROMOTIVE LINES:

To: No normal line of promotion

From: Photo-Lithographer
Head Photographer
Senior Offset Machine Operator

Adopted 5/16/63

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: REPRODUCTION SERVICES MANAGER CODE: 1778

CHARACTERISTICS OF THE CLASS:

Under general direction, manages all services of the City's centralized reproduction shop, including offset printing, desktop publishing-typesetting, graphic design, high-speed copying, bindery, photography, and other reprographic techniques; organizes, plans, and directs the activities of staff in the performance of these services; communicates extensively with city departments and contractors; analyzes and recommends equipment investments, budgets, and service plans; directs support functions such as job tracking, cost accounting, and work order billing; develops and implements policies and procedures for the shop; trains and develops staff; and performs other duties as required.

DISTINGUISHING FEATURES:

This is a one position class which is responsible for managing the city-wide reproduction shop located in the Office of the Purchaser. It is distinguished from subordinate classes by its responsibility for management of all reprographic services, extensive dealing with city departments and contractors, and service planning and budgeting.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs staff in all reprographic services and support functions; sets priorities and assigns staff in order to meet deadlines and expedite jobs; troubleshoots reproduction problems; reviews completed work.
2. Communicates extensively with representatives of City departments to identify reprographic service needs, recommends changes in departments' document or graphic materials design to reduce production costs or enhance quality, informs departments of the services available at the shop or from private vendors, provides technical assistance to departments regarding their procurement of photocopy machines, resolves work order accounting and billing problems.
3. Communicates extensively with vendors to identify services available and prices, coordinates and prioritizes job requests, resolves schedule or quality problems, resolves invoice or payment problems, identifies new equipment technologies in the reprographics industry.
4. Coordinates extensively with Purchasing Department buying staff to determine service requests that should be contracted out, and to identify and evaluate potential reprographics suppliers.
5. Analyzes and recommends investments in new equipment to provide new reprographics services or provide existing services more effectively or efficiently; studies, designs, and reviews new methods and forms; prepares and recommends annual budget requests.
6. Reviews and approves shop order forms, work orders, requisitions for purchase orders, material received reports, revolving fund vouchers, and personnel records; monitors the status of both costs and work order recoveries on a continual basis to ensure that sufficient recoveries are maintained.
7. Trains staff in the performance of all reprographics services; develops and implements shop policies and procedures; initiates and enforces disciplinary actions when required.

CLASS TITLE: REPRODUCTION SERVICES MANAGER CODE: 1778

MINIMUM QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Considerable knowledge of: reproduction and graphic hardware and software systems used in offset printing, high speed photocopying, desktop publishing-typesetting, graphic design, photography, bindery, and other reprographic techniques; effective supervision and shop management; budgeting and planning techniques.

Strong communication and interpersonal skills.

Ability to: plan, organize, and direct the work of others; work harmoniously with city department officials and contractors in planning, scheduling, and completing work; perform design work in connection with the efficient production of printed documents and graphic materials; improvise tools, machinery, and equipment to solve difficult and complex problems; prepare accurate estimates of production costs and schedules.

ADOPTED: 5/16/63

AMENDED: 7/18/88

#4004m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT CHIEF, COMPUTER OPERATIONS AND SUPPORT CODE: 1780

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, assigns, directs and reviews operations or operations support activities in a large multi-shift computer complex; advises on equipment and support standards and performs related duties as required.

DISTINGUISHING FEATURES:

In a large central computer installation under the direction of a Chief of Systems (Operations), incumbents are responsible for all operations or all operations support sections. Incumbents formulate general policy goals and carry out operating policies and procedures and ensuring their implementation. Positions in this class are distinguished from the next lower class, Computer Operations Supervisor, in that incumbents assist the Chief of Systems in long range planning and development as they relate to operations and operations support.

EXAMPLES OF DUTIES:

1. Plans and directs the equipment operations or operations support sections of the central data processing installation.
2. Reviews, analyzes and evaluates and makes recommendations for new and existing systems and equipment in order to best utilize personnel and equipment; directs special attention to hardware and software developments relative to efficient equipment operation; directs the review and approval of all documentation and scheduling submitted to the support area by systems analysis and programming staff.
3. Coordinates equipment operations or operations support activities to effectively meet the needs of user departments and systems analysis and programming personnel; consults with these groups on a regular basis.
4. Prepares equipment evaluations in terms of cost effectiveness; assists systems analysis staff in the preparation of cost estimates for new or modified systems; prepares production statistics in terms of cost and personnel requirements.
5. Assists in the selection and assignment of personnel; evaluates the performance of subordinate supervisory personnel and participates in formal and informal training activities.
6. Plans and directs preparations for the physical location, installation and removal of hardware; contacts vendors of equipment and supplies as required to maintain inventories and ensure maintenance of a variety of equipment.
7. Attends meetings with management staff users departments and vendors; acts for Chief of Systems in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires the completion of two years of study at a recognized college or university and six years of progressively responsible experience two years of which must have been at a supervisory level in the operations, operations support, or systems sections of a large complex multi processing variable task computer system.

Knowledge, Abilities and Skills: Requires thorough knowledge of: operations and operations support methods, principles and procedures; wide knowledge of systems analysis methods; familiarity with basic programming concepts; and knowledge of the principles of supervision and management.

CLASS TITLE: ASSISTANT CHIEF, COMPUTER OPERATIONS AND SUPPORT CODE: 1780

MINIMUM QUALIFICATIONS: (continued)

Requires the ability to: direct and coordinate the activities of a large operation or operations support section; keep abreast of current developments in data processing especially as they relate to equipment operations and operations support; insure cost effective utilization of personnel and equipment; and work effectively with the management of user departments.

Requires skill in evaluating the performance of personnel and equipment and recommending modifications and improvements in the type and use of equipment and support procedures.

PROMOTIVE LINES:

TO: To be determined

FROM: To be determined

ADOPTED: 2-5-79

NEW CLASS

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: SUPERVISING PERFORMANCE AUDITOR **CODE: 1801**

DEFINITION:

Under general direction, plans, organizes, supervises and participates in the activities of a performance audit team engaged in performance audit projects to study, analyze and review policies, management and operations of City departments, boards and commissions; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification supervises, and participates in, the conduct of performance audits to determine: the extent to which goals or missions of departments are being achieved as established by authorizing bodies; the effectiveness of departments or programs; whether the department is acquiring, protecting and using its resources economically and efficiently; the causes of inefficiencies and uneconomical practices; and whether the department has complied with laws and regulations applicable to itself. It is distinguished from Supervising Auditor in that Supervising Performance Auditor is responsible for work which requires knowledge of the principles and practices of performance auditing as applied to complex performance audits whereas Supervising Auditor requires knowledge of generally accepted auditing and accounting methods, practices and techniques.

SUPERVISION EXERCISED:

This class exercises supervision over professional and support staff.

Examples of important and essential duties:

"According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list."

1. Plans, organizes and directs the development, implementation and operation of performance auditing programs, policies and procedures.

2. Plans and conducts audit entrance and exit conferences.

3. Prepares performance audit programs, including the scope of work, and audit time budgets.

4. Assigns performance audit segments, and supervises staff in field work and report

Examples of important and essential duties: (cont'd)

writing to ensure timely completion.

5. Provides on-the-job performance audit training to the staff, including formal classroom instruction; resolves field level technical and non-technical performance audit problems.

6. Reviews performance audit work papers for completeness and quality of work to ensure it meets established standards; prepares or reviews performance evaluations and provides career counseling.

7. Prepares performance audit reports on the audit findings and recommendations in accordance with established standards.

8. Testifies on specific performance audit matters to boards, commissions and committees as necessary.

9. Identifies potential performance audit areas, and participates in periodic performance audit planning meetings.

10. Participates in staff recruitment and selection, and other administrative activities as necessary.

Job related and essential qualifications:

Knowledge of: the principles and practices of performance, management and operational auditing or analysis; management and organization principles and practices as applied to government agencies and programs; governmental programs, operations and their environments.

Ability to: plan, organize and direct the work of professional staff engaged in complex performance auditing projects; identify field and report problems early and resolve them at the appropriate level; compose clear, concise and accurate reports, using audit data gathered by self or others; quickly grasp complex aspects of issues of auditee programs and participate in discussing these issues; accomplish goals in an effective and timely manner; speak before boards and commissions; establish good working relationships with audit staff and auditee management; communicate effectively, both orally and in writing.

CODE 1801 (Cont'd)

Experience and Training Guidelines:

Any combination of training and experience that would provide the required knowledge, skills, and abilities would be qualifying.

> **Experience:** Four years of performance, management or operational auditing or management consulting experience, including at least two years of experience in the supervision of professional staff and/or management of projects, preferably in government settings. Qualifying work experience must reflect the ability to evaluate the efficiency, effectiveness, economy and legality issues of programs or activities.
> **Training:** Possession of a baccalaureate degree from an accredited college or university with major course work in public policy, public administration, political science, economics, accounting, or business administration.
> **Special Requirement:** Essential duties require the following physical skills and work environment: Ability to work in standard office and field environments.

ADOPTED: 9/10/96

REASON FOR CREATION OF A NEW CLASS:

There is no existing class that adequately describes the essential functions of this class.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1802 Research Assistant

Definition:
Under general supervision the 1802 Research Assistant assists in the collection, analysis, interpretation and presentation of data for research purposes; is responsible for conducting research studies and follow-up research; collecting, tabulating and analyzing the collection and tabulating of a variety of data; supplying data for updating reports, programs and graphic presentations; constructing charts, graphs and tables to summarize results; making oral presentations; gathering data by interviews and contacts with governmental agencies, private businesses, employees and the general public; reviewing statistical work and reports for accuracy and continuity; using graphic techniques to present data; conducts correspondence relating to statistical and research functions; and performing other related duties as required.

Distinguishing Features:
This is an entry-level job code, which is distinguished from code 1820 Junior Administrative Analyst by its primary responsibility for the collection and analysis of research data. Code 1820 Junior Administrative Analyst is essentially responsible for entry-level administrative analysis and recommendations that relate to budget/grants, legislative/administrative policy, financial/fiscal policy or contract administration.

Supervision Exercised:
None.

Examples of Important and Essential Duties:
According to Civil Service commission Rule 9, the duties specified below are representative of the range of duties assigned to the 1802 Research Assistant, and are not intended to be an inclusive list.

1. Conducts research studies; collects, tabulates and analyzes a wide variety of data; assists in applying statistical methods to determine trends, cycles, and underlying factors.

2. Plans and organizes the collecting and tabulating of a variety of data; supplies data for updating reports, programs and graphic presentations; may assign and instruct clerical workers engaged in technical computation and word processing tasks.

3. Constructs charts, graphs and tables to summarize results and makes recommendations.

4. Gathers data by interviews and contacts with governmental agencies, private businesses, employees, and the general public.

5. Prepares a wide variety of research reports; checks and reviews statistical work and reports for accuracy and continuity; uses graphic techniques to present data; conducts correspondence relating to statistical and research functions.

Job Related and Essential Oualifications:

Knowledge of: the principles, methods and practices of research including collecting, planning, organizing and analyzing a variety of data for the preparation of research reports; basic statistical concepts such as mean, median and mode used in research data analysis.

Ability to: verbally communicate clearly and effectively with administration, departmental personnel and the general public, to speak and instruct clearly, to listen and elicit feedback; the ability to instruct clerical workers engaged in technical computation and word processing; to gather data by interviews to help prepare reports relating to statistical and research functions; to communicate clearly and effectively in writing with supervisors, co-workers, departmental personnel and other city departments; including the preparation of written procedures, reports, memos, and correspondence; to interact tactfully and effectively with supervisors, co-workers, departmental personnel and other city departments.

Experience and Training Guidelines:

1. Bachelor's degree from an accredited university or college with major coursework in statistics, mathematics, economics, sociology, psychology, or related fields including coursework in statistics or test measurements; AND
2. One year verifiable experience in a position of which the major duties involved research, analysis, and the compilation, investigation, and evaluation of data of psychological, sociological or economic nature;

SUBSTITUTION:

Two years of relevant experience as described under Minimum Qualifications #2 may be substituted for two years of education.

Special Requirements:
Essential duties require the following physical skills and work environment; ability to work in a standard office environment, which may involve prolonged sitting, bending and operation of typing, word processing and other office equipment; interact with and obtain information from hostile individuals.

Effective Date: 7/2/65

Amended Date: **9/24/99**

Reason for Amendment:
To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: POLICE STATISTICAL CLERK CODE: 1803

CHARACTERISTICS OF THE CLASS:

Under general supervision, reviews, codes, and extracts pertinent data from vehicular and pedestrian traffic accident reports filed by members of the San Francisco Police Department; summarizes accident source data by category and develops reports and map exhibits from such summaries; and performs related duties as required.

Requires responsibility for: Carrying out and interpreting methods and procedures relating to the collection and compilation of traffic accident statistics; contacting police accident reporting agencies and individuals; producing a variety of reports and charts reflecting Police Department traffic accident statistics.

EXAMPLES OF DUTIES

1. Reviews and codes all Police Department accident reports, identifying each accident as to time, place, cause and injuries and damages incurred, if any; compiles a daily summary of accident information for dissemination throughout the department; pinpoints city maps at locations where accidents and pedestrian deaths occurred; and makes periodic recommendations to the Director of Traffic regarding high-accident-rate locations.
2. Maintains a continuous, cumulative record of traffic and parking citations issued by police officers and parking controlmen and prepares a monthly report of such citations for the Director of Traffic.
3. Assembles patrol, arrest, citation, court appearances, and other on-duty activities data of motorcycle officers and other uniformed accident investigators, and develops monthly enforcement statistics as required.
4. Extracts fuel, operational, and repair information from forms submitted by motorcycle officers and prepares appropriate summaries.
5. Provides traffic accident statistical information as requested by representatives of the news media or other agencies.

MINIMUM QUALIFICATIONS

Training and Experience: Requires a high school diploma or equivalent and two years of relevant work experience with the San Francisco Police Department; or an equivalent combination of education and experience.

Knowledge, Abilities and Skills: Requires a good working knowledge of: The organization and reporting procedures of the San Francisco Police Department; modern office procedures; facility in arithmetic and spelling and in the operation of the common office machines. Some knowledge of the preparation of source data for computer processing is desirable.

Requires ability to: Produce graphic representations of statistical information; work effectively and harmoniously with co-workers; compile statistical summaries quickly and accurately.

PROMOTIVE LINES:

To : To be determined

From: 8214 Parking Controlman
8213 Traffic Control Officer
8217 Station Officer
8238 Police Communications Dispatcher

(Adopted: 1/7/74)

CLASS TITLE: STATISTICIAN CODE: 1804

CHARACTERISTICS OF THE CLASS:

Under direction, performs responsible technical work involving the gathering, analyzing and reporting of statistical data; and performs related duties as required.

Requires responsibility for: carrying out and interpreting existing policies and methods in compiling and analyzing, verifying and presenting statistical data; making contacts with division and departmental heads and with persons at all levels requiring explanation and interpretation on specialized statistical matters; checking and reviewing important operational, financial, personnel and technical records involving analysis, research and statistical compilation.

EXAMPLES OF DUTIES:

1. Assembles, checks, tabulates, analyzes, evaluates and interprets statistical data in preparing routine and special reports for the benefit of administrative, technical and professional personnel.

2. Supervises and participates in the production of daily, monthly, annual and special reports such as those required for public and intergovernmental information on health, probation, crime, education, budget, personnel, accounting and attendance.

3. Develops new applications of established statistical methods and techniques of operation in the installation of special survey and research problems.

4. Interprets the results of statistical analyses through pictorial, verbal, tabular and graphic presentations of data at staff conferences or through consultation with administrative, professional and technical personnel.

5. Plans the collection of primary and secondary data, applying sampling criteria and selected statistical formulae to determine central tendency, dispersion, skewness, trend, correlation, and other calculated statistical measures.

6. May supervise or assist in the direction of clerical personnel in the processing of routine reports and summaries by mechanical or hand tabulating and in the development of new coding and tabulation procedures.

7. Furnishes statistical information to departmental staff, public agencies and other interested persons, performing related public relations and publicity functions as necessary.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in mathematics and statistics, or closely related fields.

Requires one year of experience in statistical analysis and interpretation; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: mathematical and statistical methods; modern office procedures; research techniques and methods; office machine and data processing procedures and techniques.

Requires ability to: plan, outline and carry out statistical procedures in the compilation, analyzation, verification and presentation of data in varied forms; exercise good judgment in evaluating situations and making decisions; work effectively with others.

PROMOTIVE LINES:

To: Senior Statistician

From: Original Entrance Examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSOCIATE PERFORMANCE AUDITOR CODE: 1805

CHARACTERISTICS OF THE CLASS:

Under direction, participates in planning, organizing and conducting performance audits of City departments, boards and commissions; may supervise subordinate staff members in the day-to-day conduct of performance audit projects; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification has responsibility for the conduct of performance audits to determine: the extent to which goals or missions of departments are being achieved as established by authorizing bodies; the effectiveness of departments or programs; whether the department is acquiring, protecting and using its resources economically and efficiently; the causes of inefficiencies and uneconomical practices; and whether the department has complied with laws and regulations applicable to itself. It is distinguished from Associate Auditor in that Associate Performance Auditor is responsible for work which requires knowledge of the principles and practices of performance auditing as applied to complex performance audits whereas Associate Auditor requires knowledge of generally accepted auditing and accounting methods, practices and techniques.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Participates in planning and organizing for performance audit projects.
2. Participates in performance audit entrance and exit conferences.
3. Conducts preliminary surveys.
4. Prepares or assists in preparation of detailed performance audit programs and time budgets.
5. Conducts audit fieldwork as specified in the performance audit programs in accordance with the established performance audit standards.
6. Develops performance audit findings and recommendations.
7. May supervise staff in the day-to-day conduct of audit projects, provide on-the-job training, and evaluate staff performance on the project.
8. Prepares performance audit report draft for internal review and discussion.
9. Prepares suggestions for future performance audit areas.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

<u>Knowledge, Abilities and Skills:</u> Knowledge of: the principles and practices of performance, management and operational auditing or analysis; management and organization principles and practices as applied to government agencies and programs.

QUALIFICATIONS: (continued)

Familiarity with: governmental programs, operations and their environments.

Ability to: gather all relevant and detailed data and analyze them for audit decisions; develop salient audit findings and recommendations; compose clear, concise and accurate reports, using audit data gathered by self or others; accomplish goals in an effective and timely manner; establish good working relationships with audit staff and auditee personnel; communicate effectively, both orally and in writing

ADOPTED: 9-18-89

#4114c

CLASS TITLE: SENIOR STATISTICIAN CODE: 1806

CHARACTERISTICS OF THE CLASS:

Under general direction, performs very responsible professional and technical work involving the gathering, analyzing and reporting of statistical data; supervises the activities of subordinate statistical and clerical personnel engaged in such work; and performs related duties as required.

Requires responsibility for: interpreting, carrying out and assisting in the development of policies and methods for the compilation, analyzing, verification and presentation of statistical data; making important contacts with responsible officials and persons in the explanation and interpretations of statistical procedures, techniques and theories upon which important decisions of all types are made; the preparation and reviewing of important records and reports affecting city operational, maintenance and administrative activities.

EXAMPLES OF DUTIES:

1. Supervises statisticians and clerical personnel in assembling, compiling and recording statistical data and the production of reports and summaries; or may perform the more complex work in planning surveys, calculations, tabulations and reporting processes and verifying the reliability and validity of results.

2. Analyzes statistical results of research projects and continuing reports such as school examinations, attendance, accounting, budget, personnel and research practices; supervises the compilation of data, the calculation of statistical measures, the preparation of tabular and graphic presentations and prepares and edits interpretations of results, explaining the statistical significance of findings in understandable terms.

3. Analyzes and interprets statistics relating to departmental operations and consultswith executives, administrative, professional and technical personnel in the development and execution of special research projects.

4. Designs questionnaires, punch cards and detailed coding and tabulation instructions for the production of statistical summaries and reports.

5. Selects sources of data to be studied, statistical methods to be applied and types of presentation, calculated to display statistical results with optimum effectiveness; devises new methods and procedures and establishes uniform methods and procedures where practicable.

6. Instructs other statisticians and clerical personnel in modern statistical methods and procedures; explains, interprets and performs statistical operations for other agencies when required; performs related public relations and publicity functions as necessary.

CLASS TITLE: SENIOR STATISTICIAN (continued) CODE: 1806

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in mathematics, statistics or closely related fields.

Requires four years of progressively responsible experience in statistical analysis and interpretation, including two years of supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: mathematical and statistical methods; modern office procedures; research techniques and methods; office machines and data processing procedures and techniques.

Requires considerable ability to: direct, plan, outline, carry out and review statistical procedures; analyze and present statistical data in varied forms; exercise good judgment in evaluating statistics and making related recommendation.

PROMOTIVE LINES:

To: Chief, Bureau of Records and Statistics, Department of Public Health

From: Statistician

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS TECHNICIAN II CODE: 1807

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs a variety of specialized clerical activities in connection with a comprehensive data management information system (MIS); checks data entry work of beginning level MIS Technicians; revises entry data and performs data input work; prepares data transaction logs and statistical reports; performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from the next lower class of MIS Technician I by its greater responsibility for accurate processing and preparation of research source documents for electronic data processing and statistical analysis and by its responsibility for checking preliminary data preparation work of technicians in the latter classification. This is the second level in the MIS paraprofessional series which is directly supervised by MIS Specialists.

EXAMPLES OF DUTIES:

1. Receives and assists in processing raw data forms for entry into the computerized Participant Data System.
2. Checks completed data entry work of MIS Technician I employees for accuracy and completeness before data input.
3. Revises incorrect entry data before data transmission.
4. Keys in participant status data into a computer terminal with speed and accuracy.
5. Maintains and enters daily input control information in data transaction control logs.
6. Operates on-line or off-line equipment such as computer terminals and word processing equipment.
7. Collects and assists in preparing statistical data for weekly and monthly reports.
8. Assists in computing participant data and program expenditures for benefit/cost reports and standard reports required by federal and local legislation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, or equivalent, with four years of clerical work experience including at least two years of electronic data processing and data entry experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of: computer terminal and related equipment; computerized data processing procedures and data entry techniques; the principles of data research and statistical methods.

Requires the ability to key in data on line into the computer or off-line into a data processing unit, perform simple computation quickly and accurately, check and verify computer print outs, adapt to changes in the computer equipment and/or system procedures; ability to operate CRT terminals and the word processing equipment.

ADOPTED: 7-6-81

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS TECHNICIAN CODE: 1808

CHARACTERISTICS OF THE CLASS:

Under supervision, compiles, counts, sorts, tabulates and verifies forms and numerical data, following prescribed procedures, for use in a comprehensive management information system; performs related work which may include computerized data input, record maintenance and limited interagency contact; and performs related duties as required.

DISTINGUISHING FEATURES:

The MIS Technician differs from other clerk classifications in its unique and specialized requirements in processing and preparing research source documents for manual and electronic data recording and statistical analysis. This is an entrance level class to the MIS specialist series which is directly supervised by MIS Specialists.

EXAMPLES OF DUTIES:

1. Compiles and transfers statistical and numerical data from a standard set of documents.
2. Receives and processes intake, status change, termination and follow-up forms for CETA participants.
3. Prepares participant folders, index cards and participant logs; maintains filing system.
4. Keys in participant status data into a computer terminal, prepares key in transaction control logs for data input control.
5. Uses limited reference materials such as checking and assigning Dictionary of Occupational Titles codes.
6. Verifies participant status data by crosschecking and contact with program monitors and payroll personnel.
7. Performs basic computations of statistics for inclusion in departmental reports.
8. Routes participant status forms to other agencies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, or equivalent, with two years of clerical experience, with training in data processing, statistics, record maintenance; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of electronic data processing and its applications, basic research and statistical methods.

Requires ability to type 45 wpm, operate a desk calculator, key data into an alphanumeric keyboard with speed and a high degree of accuracy, use a 10 key adding machine; perform tedious and repetitive work with sustained concentration.

ADOPTED: 3-16-81

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ADMINISTRATIVE ASSISTANT TO THE SUPERINTENDENT OF SCHOOLS CODE: 1809

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, represents the Superintendent of Schools in developing new programs and in solving major problems in the school district; serves as omsbudsperson; acts as liaison between the Superintendent, the Unified School District and the community; and performs related duties as required.

Requires major responsibility for developing new programs to meet the changing needs of the school district; problem solving; carrying out and explaining policies, programs, activities and procedures of the department; making personal contacts with individuals at all levels in the school district and outside organizations to obtain and impart information and to direct their activities according to school district policies, programs and procedures.

EXAMPLES OF DUTIES:

1. Develops programs in an effort to meet changing conditions in the school district and in solving major problems; directs school administrators and other school district personnel accordingly.

2. Receives, investigates and resolves a wide variety of complaints from the community and school administrators; recommends overall solutions to the Superintendent of Schools.

3. Represents the Superintendent and the school district before individuals, parents and groups concerned with school administration; advises the Superintendent of the concerns of such groups.

4. Reviews and monitors desegregation efforts under the Education Redesign Plan; investigates and resolves complaints from students, parents, employees, organizations, and the general public in this regard.

5. Serves as staff liaison to the Task Force on School Environment, seeking to reduce school violence, provide alternatives to students and improve overall safety in the schools.

6. Serves on the school district's Student Attendance Task Force, seeking to improve student attendance and informing committee groups of the results of these efforts.

7. Serves as staff liaison to the school district's Special Education Advisory Committee, involved with advising school board on services to handicapped and disabled persons.

8. Serves as representative of the school district on the Far West Laboratory, concerned with development of educational matters and programs covering the western United States.

9. Serves as a member of the Superintendent's cabinet; attends and participates in all meetings of the Board of Education; may serve as translator/interpretor for the Superintendent of Schools.

10. May serve as lobbyist for the school district; advocates the district's legislative positions to the legislature through testimony, letters, personal contact, hearings of legislative committees, etc; reviews all education-related state legislation introduced and recommends thereon; confers with other school-related advocates to develop coalition strategies; serves as staff liaison on the Goals, Rules and Legislation committee of the district; develops annual legislation platform for approval of the school district; assists legislators in authoring and advocating district-sponsored legislation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree.

INIMUM QUALIFICATIONS: (cont'd)

Requires at least four years of progressively responsible experience in com-unity work, preferably in a school district setting dealing with the resolution of school administration problems; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good working knowledge of the olicies and programs of the San Francisco Unified School District and public education nd community relations' methods; requires a good knowledge of state and local laws as hey pertain to public education.

Requires the ability to deal effectively with a wide variety of complaints and omplainents, utilize skill and diplomacy in dealing therewith; requires skill in peaking effectively, preparing technical and statistical reports; requires the desire or total involvement in the community and dedication to public education.

DOPTED: 3-2-83

CLASS TITLE: ACTUARIAL CLERK CODE: 1810

CHARACTERISTICS OF THE CLASS:

Under supervision, makes calculations requiring the use of simple algebraic formulae and actuarial operating tables; records statistical data; maintains retirement system records; and performs related duties as required.

Requires responsibility for: carrying out policies and procedures relating to actuarial and clerical operations; making limited contacts on specialized matters within the retirement system and with other city employees; preparing and checking important, detailed and complex technical and financial records of the retirement system.

EXAMPLES OF DUTIES:

1. Computes retirement allowances, service credits, contributions, interest, adjustments and community property interests.
2. Applies annuities in the calculation of retirement options.
3. Records and codifies statistical data relating to actuarial investigations and prepares retirement lists for entry by accounts showing transfers of reserves.
4. Gathers and completes employee data for periodic actuarial investigations and valuations.
5. Maintains actuarial files and searches files for membership forms and records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including courses in algebra, supplemented by one year of clerical experience involving the use of algebra and mathematics in making calculations and computations; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of: algebraic formulae; modern office methods, equipment, machines and filing systems.

Requires ability to: perform algebraic computations; make reports and keep difficult technical records; supervise a small group of clerical employees.

Requires skill in the use of formulae and tables.

PROMOTIVE LINES:

To: Senior Actuarial Clerk

From: Original Entrance Examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS SPECIALIST I CODE: 1811

CHARACTERISTICS OF THE CLASS:

Under supervision, performs beginning level professional work in developing and implementing a comprehensive data Management Information System (MIS); and performs related duties as required.

DISTINGUISHING FEATURES:

The MIS Specialist I, an entrance level to the professional series of MIS Specialists, differs from other classifications in its specialized responsibility for the recording and analysis of statistical data. The MIS Specialist II differs from the 1 level by its greater responsibility for accurate data and its control, wide contact with other staff and the public and supervision of subordinates.

EXAMPLES OF DUTIES:

1. Processes raw data forms to prepare them for entry into the computerized Participant Data System (PDS).
2. Compiles, tabulates and summarizes statistics for manual record keeping.
3. Checks computer printouts against raw data forms to insure accuracy.
4. Researches Dictionary of Occupational Titles code information for inclusion in PDS.
5. Provides technical assistance to other members of MOET staff and community agencies in the use of MOET forms.
6. Computes numbers of participants and program expenditures for benefit/cost reports and standard reports required by federal and local legislation.
7. Does preliminary research and compilation of data for MIS reports.
8. Schedules computer terminal time use among Planning and MIS staff and prepares daily input data reports.
9. Assists in training MIS technicians in the use of the computer terminal.
10. Retrieves data from diskette to revise incorrect entry data for further computer processing.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of college or university, with a baccalaureate degree, with major course work in data systems design, business administration, statistics, mathematics, or some closely related field supplemented by one year of related experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of computer languages; data processing methods; general employment and labor practices; federal, state and local manpower programs.

Requires ability to maintain and promote an information gathering data system; perform simple computations quickly and accurately using various mechanical aids; perform detailed and tedious work with systained concentration; coordinate team efforts in the production of reports; deal courteously and effectively with other staff and the public; adapt to frequent changes in the reporting requirements in compliance with agency regulations.

Requires skill in the communication of the technical requirements and significance of MIS forms and reports for general use.

ADOPTED: 3-16-81

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: ASSISTANT RETIREMENT ANALYST **JOB CODE: 1812**
Business Unit: COMMN

DEFINITION:
Under general supervision, performs professional benefits work for the San Francisco City and County Employees' Retirement System and performs related duties as required. Computes and verifies the computation of employees' retirement and death benefits. Assists in establishing procedures relative to payment of retirement benefits. Monitors and conducts the research and analysis of retirement records to determine benefits payable.

DISTINGUISHING FEATURES:
This is the entrance level classification in the Retirement Analyst series. However, employees are not hired as trainees. Positions in this job code are distinguished from positions in the next higher job code of 1813 Senior Benefits Analyst in that the latter has supervisory responsibility for a staff of professional and clerical personnel in addition to performing highly technical and complex retirement benefit calculations.

SUPERVISION EXERCISED:
None. Employees in this class may give instructions to benefits technicians or clerical staff in the course of performing analysis of benefits programs but they do not have full supervisory responsibility for staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Calculates service credits for service, vesting and disability retirements. Computes retirement benefit payable to a retiree and determines the retirement benefit adjustments under appropriate survivor benefit plans. Verifies calculations of death benefits.
2. Compiles data for revising retirement contribution rates. Assists in establishing procedures to conform with changes in legislation governing retirement and death benefit payments.
3. May direct the activities of subordinate staff engaged in compiling service credit data from payroll and personnel records.
4. Provides information to Retirement System members and retirees on various retirement benefit matters, including maintenance of records of beneficiaries, benefit taxation requirements, and tax withholding procedures. Initiates inquiries to ascertain status of local retirees.
5. Counsels active and retired members on retirement benefits in person, in writing or over the telephone. Enrolls new employees in system membership and explains benefit entitlements and options. Interviews and counsels active members who are retiring and completes the retirement application package.
6. Performs related duties as required.

JOB CODE TITLE: ASSISTANT RETIREMENT ANALYST **JOB CODE: 1812**
Business Unit: COMMN

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: Administration of employee pension programs; calculation of retirement benefit payments and adjustments under appropriate survivor benefit programs; counseling techniques appropriate to retirement systems; City Charter sections, Administrative Code sections and ordinances related to pension benefit programs.

Ability to: Interpret complex written materials; read and interpret pension regulations and guidelines; analyze numerical data and perform calculations following an established formula; communicate clearly and concisely orally and in writing, directly to individuals as well as publicly to groups of members; disseminate and obtain accurate, detailed information; establish and maintain positive and harmonious working relationships with those contacted in the course of work; learn and use a computerized data system; understand and follow oral and written instructions; make accurate numerical calculations; conduct effective interviews; set priorities and organize work in order to accomplish assigned tasks; deal tactfully and courteously with department representatives, members of government agencies, and retirees.

Experience and Training Guidelines:
Education: Possession of a baccalaureate degree from an accredited college or university, preferably in economics, finance, accounting, statistics, business administration, human resources, psychology, sociology, public administration or a related field.
Experience: One year of experience in the administration of employee benefit programs, including counseling clients, performing calculations, researching client information, and using computers to analyze and/or obtain data. Must include proficiency in the use of computers to perform word processing, prepare spreadsheets and perform data entry/retrieval.
Substitution: Additional direct experience with an employee pension plan (preferably a defined benefit plan) may be substituted for the education on a year for year basis for up to two years of the education requirement (two years = 60 semester units).

Essential duties require the following physical skills and work environment:
The work environment is an office setting with extensive direct public contact and use of computers to research information, compose correspondence and reports, and perform data entry.

Effective Date: 9/8/80

Amended Date: **9/1/00**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1813 SENIOR BENEFITS ANALYST

Definition: Under direction, performs complex and difficult professional benefits work for the City's Health, Dental, Disability and Dependent Care Assistance programs or the City's Retirement Program; supervises professional and technical benefits staff engaged in benefit calculations, enrollments, claims and payments in the Retirement System or Health Service System; plans, implements and supervises special projects in an assigned benefit program.

Distinguishing Features:

The Senior Benefits Analyst is the advanced professional journey level in the employee benefits series. Incumbents at this level are very knowledgeable and experienced in all phases of an assigned benefit program and exercise independent judgment in the performance of their job duties. Positions in this class are distinguished from the next higher level in that the Senior Benefits Analyst may be assigned to special projects or to supervise professional journey level staff, while the next higher supervisory level is responsible for supervising a major program section.

Supervision Exercised:

When assigned to the supervision of professional and technical benefits staff, an incumbent in this class functions as the first-line supervisor.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. May supervise a staff of benefits technicians, clerks and professional benefits analysts engaged in health, dental and disability insurance activities or pension program activities, such as calculating benefits, membership counseling services, membership enrollment and termination, and medical claim processing.
2. May plan, implement and supervise special projects within an assigned unit.
3. Reviews and investigates more complex and difficult cases of an assigned program area.
4. Trains and orients new employees in work procedures, public relations, and departmental procedures and policies.
5. Assists staff in answering questions or making eligibility determinations on the more difficult and controversial retirement benefits or health claims.
6. Reviews and implements operational procedures; reviews and implements legislative changes relative to the benefit program; apply existing City Charter and Administrative Code provisions related to the assigned benefit program.
7. Compiles and evaluates statistical and other data to prepare various reports.
8. Contacts City departments, employees, employee representatives, other government agencies and various private entities to furnish and/or obtain information on specialized employee benefit matters.
9. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of:
1. Administration of employee benefit programs, including pension or health, disability and dental programs.
2. Federal and state laws and trends applicable to health or pension employee benefit programs.
3. Benefit calculations.
4. Investigative techniques.
5. Benefits counseling techniques.
6. Medical and legal terminology, where applicable.
7. City Charter, Administrative Code and ordinances related to health or pension benefit programs.

Ability to:
1. Supervise and evaluate professional, technical and clerical benefits staff.
2. Read and interpret pension or health service regulations and guidelines.
3. Analyze numerical data.
4. Communicate clearly and concisely orally and in writing, directly to individuals as well as publicly to groups of members.
5. Disseminate and obtain accurate, detailed information.
6. Establish and maintain positive and harmonious working relationships with those contacted in the course of work.
7. Learn and use a computerized data system.
8. Understand and follow oral and written instructions.
9. Make accurate numerical calculations.
10. Apply the principles and methods for employee health or pension benefits.
11. Conduct effective interviews.
12. Set priorities and organize work in order to accomplish assigned tasks.

Experience and Training Guidelines

Education: Possession of a baccalaureate degree from an accredited college or university. Additional experience may be substituted on a year for year basis.

Experience: Two years of experience in administering an employee benefit program, at a level equivalent to class 1812 Assistant Retirement Analyst. Ability to gain access to and navigate within computer software, including databases, word processing, spreadsheets and e-mail.

Essential duties require the following **physical skills** and **work environment**:

The work environment is an office setting with extensive direct public contact.

Effective Date: 9/8/80
Renewed/Amended Date: 4/21/95
Reason for Amendment: Amended and retitled
Renewed/Amended Date: 9/24/99
Reason for Amendment: to reflect accurately the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: ASSISTANT ACTUARY CODE: 1814

CHARACTERISTICS OF THE CLASS:

Under direction, performs difficult professional leval actuarial work for the retirement system; assists in the supervision and review of a staff engaged in actuarial activities; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, coordinating and enforcing existing policies and methods in performing actuarial services; making important contacts requiring explanation and interpretation of specialized professional matters; important financial and technical record maintenance for the city employees' retirement system.

EXAMPLES OF DUTIES:

1. Assists the actuary in analyzing and reviewing statements, reports and valuations based on acturial and statistical data; makes actuarial valuations and verifies the accuracy and adequacy of premiums and reserves; authorizes and calculates transfers of reserves on books of the system.

2. Assists the actuary in maintaining statistical records necessary for actuarial investigations and valuations of the assets and liabilities under the system and for proposed changes in laws governing the system; designs forms for actuarial calculations and procedures.

3. Calculates and fixes mortality rates, rates for contributions by members and the city and county, rates of separations, salary scales and rates of interest to be submitted for approval by the retirement board.

4. Computes actuarial equivalent for acquiring values with amounts payable or receivable subject to contingent events.

5. Assists in the interpretation of actuarial principles and laws governing the system and their applications to all the affairs of the system; makes actuarial reports relative to changes in the retirement system law.

6. Supervises the processing of all applications for benefits with respect to retirement or death; assists in determining whether benefits may properly be allowed and to whom they may be paid in the case of death benefits; calculates the amount of benefit and directs the preparation of the roll upon which benefits are paid.

7. May advise the general manager and the retirement board on actuarial matters.

8. Supervises professional and technical employees doing actuarial work.

9. Explains in person and by correspondence to members of the retirement system the meaning and operation of the retirement law, calculations and the methods used in determining benefits.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in mathematics, statistics or accounting.

Requires two years of experience in a responsible actuarial position in a life and casualty insurance company or comparable actuarial position in a government agency; or possession of an associateship or fellowship in the society of actuaries; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: insurance principles and actuarial science; financial structures of various types of retirement systems and laws and regulations pertaining to them; advanced mathematics.

Requires ability to: make complex and extensive actuarial and statistical computations; appraise accurately, from actuarial and statistical tables, the financial structure of insurance companies and retirement systems; prepare difficult and complex technical actuarial and statistical reports and correspondence; analyze situations accurately and adopt an effective course of action; supervise the work of others.

PROMOTIVE LINES:

To: Actuary

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: MANAGEMENT AIDE, RETIREMENT SYSTEM CODE: 1815

CHARACTERISTICS OF THE CLASS:

Under direction, acts as a staff assistant to the management of the Employees' Retirement System: investigates and recommends on workmen's compensation claims and related matters; reports on industrial accidents; assists in legal preparation for trials or hearings on industrial accident or injury matters; may perform related management or administrative tasks; may supervise subordinate staff in the processing of workmen's compensation or industrial injury matters and performs related duties as required.

Requires responsibility for: Carrying out policies and procedures of the Retirement System with respect to workmen's compensation and industrial injury matters; making regular contacts with city employees, supervisory and administrative personnel and representatives of outside agencies; preparing a variety of records and reports related to workmen's compensation or industrial injury matters.

EXAMPLES OF DUTIES:

1. Serves as staff assistant to the management of the retirement system in carrying out investigations of industrial injuries, workmen's compensation and related matters: recommends on the handling of claims and may act as liaison with outside agencies in the conduct of such investigations.
2. May represent his superiors before the Industrial Accident Commission on industrial injury matters; compiles information concerning legislative changes affecting such activities; may recommend new procedures in keeping with such changes.
3. As directed, may supervise the work of clerical staff engaged in the processing of claims; discusses cases pending with medical and departmental administrative personnel: furnishes and obtains pertinent information relative to the settlement of job injury cases; interviews employees, supervisory personnel or other witnesses related to the details of industrial accidents.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by five years of progressively responsible experience in the investigation, adjustment and processing of accident or injury claims, particularly those involving industrial accidents; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a general knowledge of State and local laws and ordinances relating to the settlement of industrial accident claims and workmen's compensation matters; the rules, policies and procedures of the Retirement System with respect to workmen's compensation claims.

Requires the ability to analyze and recommend on the settlement of the workmen's compensation claims; supervise and review the work of subordinates and prepare detailed reports concerning claims adjustment activities.

Adopted: 1/21/74

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ACTUARY CODE: 1816

CHARACTERISTICS OF THE CLASS:

Under general administrative direction from the Retirement Board and the General Manager, Retirement System, performs highly complex and difficult actuarial work for the San Francisco Employees' Retirement System; assists in the development of actuarial assumptions and technical actuarial formulas; acts as the technical liaison to, assists and directs the Retirement System's consulting actuary in the production of the actuarial investigations and valuations; and performs related duties as required.

DISTINGUISHING FEATURES:

The Actuary is a single-position class, appointed by the Retirement Board and serving at its pleasure, and is responsible for advising the Retirement Board on actuarial matters. The incumbent acts as a senior staff member in monitoring, effecting, and recommending operational policies and procedures to ensure compliance with legislation and overall retirement plan objectives. The Actuary is also responsible for directing, assisting and ensuring that the services performed by the consulting actuary are in compliance with terms of relevant contractual agreements and Charter requirements.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Serves as technical advisor to Retirement Board, management, departmental staff, and the Board of Supervisors on the feasibility and impact of proposed Retirement Plan and funding alternatives.
2. Establishes data requirements and works with senior staff to ensure the implementation of procedures to maintain required data for actuarial valuations and investigations.
3. Conducts independent studies and research in the areas of retirement plans and funding.
4. Develops methodology necessary to meet legislative changes and given benefit objectives.
5. Analyzes and reviews financial statements, reports, and valuations based on actuarial and statistical data; develops and maintains knowledge of current state and national trends in public pension design plans, actuarial experience analysis and valuations, and data processing capabilities.
6. Makes analytical cost reports as required by changes or proposed changes, in retirement law; assists in projecting and determining costs of other benefits provided by employer.
7. Presents actuarial reports as required to legislative bodies and City officials and members; develops alternative methods to meet given benefit objectives.
8. Prepares, negotiates, and monitors contracts with consulting actuarial firm; acts as liaison between consulting actuary, management, the Retirement Board, legislators, and other interested parties.

CLASS TITLE: ACTUARY CODE: 1816

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills: Comprehensive knowledge of: The principles of actuarial science with an emphasis on retirement systems; fundamentals of a sound retirement system; mathematics through calculus; statistical techniques; data processing methods and procedures; and laws and regulations pertaining to public pension funds.

Considerable ability to: Analyze and interpret large masses of data; make complex and extensive actuarial investigations and valuations; assist in the development of a complex scientific computer programs; prepare and present difficult and technical actuarial and statistical reports before public boards and commissions; deal tactfully and effectively with representatives of boards, commissions, departments, and others.

Class is exempt from Civil Service examination under Section 3.672 of the City Charter.

AMENDED: 12-15-86

#0108b

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROCEDURAL WRITER CODE: 1817

CHARACTERISTICS OF THE CLASS:

Under supervision, writes technical reports, procedures, directives and documents; analyzes, composes and edits technical language into terminology understandable to the reading public; performs research; maintains department documents and related records; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are responsible for writing and editing technical reports, procedures manuals and specialized informational materials. Positions are assigned to departments where a major program activity involves the preparation of technical documents and publications.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Writes technical documents, reports, forms, plans, directives and procedures; ensures clarity, effectiveness and correctness of expression and form, including grammar, spelling, punctuation and syntax; edits technical documents and materials to make them comprehensible to the lay reader.
2. Researches, analyzes, coordinates and verifies facts, dates, and statistics utilized in technical documents with appropriate reference sources; collects relevant data and reviews existing documents; checks authorities cited in text, footnotes and appendices for accuracy of source and definition.
3. Rewrites or modifies technical language to conform with departmental requirements for style and format.
4. Coordinates, composes and edits materials relative to program activities; maintains departmental reference materials; recommends document control policies and standards; oversees and coordinates document production.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply" (CSC Rule 9).

Knowledge, Abilities and Skills: Requires considerable knowledge of: correct English usage, including grammar, spelling, punctuation and form; proofreading and editing techniques; a broad variety of technical terminology and methods of presenting technical information to non-technical readers.

Requires ability to: Write clearly, correctly and effectively; research, comprehend, analyze and synthesize complex technical concepts and impart them in non-technical language; and deal tactfully with others.

ADOPTED: 3-3-80

RETITLED AND AMENDED: 6-4-90

#4083c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS SPECIALIST II CODE: 1818

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs professional work in developing, implementing and maintaining a comprehensive data Management Information System (MIS); performs responsible technical work in all areas of information gathering and reporting; supervises subordinate employees; serves in a resource capacity for statistical information; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from MIS Specialist I by its increased responsibility for the recording and analysis of statistical data, the planning and implementation of the Participant Data System (PDS), broader and more detailed knowledge of CETA eligibility requirements and regulations, and supervision of subordinate employees. As section head, is responsible for the effective functioning of the manual, computerized, or Youth Services Office MIS section.

EXAMPLES OF DUTIES:

1. Studies, interprets and implements the procedures of the PDS system.
2. Computes, summarizes and reviews all statistical data for manual and/or automated record keeping.
3. Transmits, reviews, corrects and analyzes computerized information; schedules data input, data edit, data update for further computer processing and submits report schedules.
4. Does preliminary research and compilation of data for MIS reports.
5. Contacts sub-contractors concerning errors or omissions in their reports prior to inclusion in automated data bank.
6. Writes memoranda to the MOET administration concerning potential ineligible participants.
7. Designs, develops and revises forms for participant data; trains other MOET staff in the proper use of these forms.
8. Disseminates eligibility requirements and changes in legislation and regulations to MOET certification staff and subcontractors.
9. Holds preliminary interviews of prospective MIS staff; supervises MIS technicians and clerical staff.
10. Provides technical assistance to MOET staff and subcontractors concerning MIS reporting procedures and requirements.
11. Conducts 30-day eligibility verification, and contact intake workers and program monitors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of college or university, with a baccalaureate degree, with major course work in data systems design, business administration, statistics, mathematics, or some closely related field supplemented by two years of management information experience, including supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of economic, employment and labor practices; employment and training program data; federal, state and local manpower program, procedures and regulations; statistical techniques and procedures.

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS SPECIALIST II CODE: 1818

MINIMUM QUALIFICATIONS: (Cont.)

Requires ability to coordinate, compile and analyze data as a basis for making sound evaluations; write clear, concise technical and narrative reports; deal courteously and effectively with other staff, sub-contractors and subordinates.

Requires skill in the coordination of highly technical procedures and complex reporting requirements with the goals and limitations of other departments and agencies.

ADOPTED: 3-16-81

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS SPECIALIST III CODE: 1819

CHARACTERISTICS OF THE CLASS:

Under direction, performs complex professional work in designing, developing, implementing and maintaining a comprehensive data Management Information System (MIS); performs responsible, highly technical work in all areas of information gathering and reporting; supervises subordinate employees; serves in an important resource capacity for statistical information; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from MIS Specialist II by its increased responsibility for the technical implementation of the computerized Participant Data System (PDS) and its supervision of subordinate staff. As assistant to the manager of the MIS unit, the MIS Specialist III acts as manager when necessary.

EXAMPLES OF DUTIES:

1. Plans, designs and implements the procedures of the PDS system; works closely with Data Base consultants on the design and operation of the automated information system.
2. Schedules computer time use, under contract with a private corporation, for MIS staff.
3. Reviews, analyses, updates and edits computer printouts to insure completeness, accuracy and compliance with MOET specifications.
4. Assigns and reviews the work of subordinate staff of the MIS unit.
5. Reviews, summarizes and evaluates all monthly, quarterly and semi-annual reports.
6. Computes, summarizes and reviews manual statistical data for inclusion in the automated system.
7. Maintains detailed record keeping for PDS for internal management control.
8. Provides technical assistance to MOET staff and subcontractors concerning PDS requirements and recording procedures.
9. Holds preliminary interviews of prospective MIS staff.
10. Writes software programs using Manage, Aladin, R2, and COBOL.
11. Attends MIS conferences and represents MOET with Department of Labor.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of college or university, with a baccalaureate degree, with major course work in data systems design, statistics, business administration, mathematics, or some closely related field supplemented by two years of experience as an MIS statistical analyst, including automated data analysis, and additionally, one years of supervisory experience; or an equivalent combination of training and experience.

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS SPECIALIST III CODE: 1819

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires considerable knowledge of data systems design; economic, employment and labor practices; employment and training program data; federal, state and local manpower programs; CETA eligibility requirements and regulations; statistical techniques and procedures; fluency in computer languages such as R2 and Cobol.

Requires ability to direct and coordinate staff to compile data for analysis, evaluation, and reports; write clear and concise technical and narrative reports; deal courteously and effectively with government officials, subcontractors, administrators and computer systems designers; supervise subordinates.

Requires unusual skill in the coordination of highly technical procedures and complex reporting requirements with the goals and limitations of other departments and agencies.

ADOPTED: 3-16-81

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

CLASS TITLE: **JUNIOR ADMINISTRATIVE ANALYST** **1820**

DEFINITION:
Under supervision, assists with and performs routine technical and professional work in analyzing operations of city departments and agencies as they relate to the formulation and execution of the annual budget and/or grants, legislative/administrative policy, financial/fiscal policy or contracts administration; and performs related duties as required.

DISTINGUISHING FEATURES:
Class 1820 Junior Administrative Analyst is the entry-level class of the series performing routine analysis, research, and reporting functions. The class is distinguished from the 1822 Administrative Analyst in that the latter is the journey level of the series that performs difficult and detailed technical and professional work in making independent analyses as they relate to budget/grants, legislative/administrative policy, financial/fiscal policy or contract administration.

SUPERVISION EXERCISED:
None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to 1820 Junior Administrative Analyst and are not intended to be an inclusive list.

1. Conducts field surveys and carries out routine research in connection with budget or management studies and/or performs analyses of actual expenditures compared to the budget.
2. Assists in conducting more difficult and complex procedural, organizational and operational investigations and surveys.
3. Provides routine information to departmental personnel on the preparation of budget documents, reports, demographics and program implementation.
4. Assists in preparing reports, editing, processing documents and making recommendations.
5. Assists in preparing budget and program delivery calendar.
6. Assists in compiling information for budget requests, budget presentations, cost analysis and program reports.
7. Prepares, generates and updates budget documents, contract reports, surveys, databases and mailing lists.
8. Tracks and coordinates grants and other funds, revenue and expenditures.
9. Assists with the preparation and submittal of supplemental requests.
10. Prepares and tracks program budget and activities.
11. Prepares graphs and charts for budget presentations.
12. Assists in the preparation of quarterly and year-end financial, program and budget reports.
13. Assists in reviewing, processing and monitoring of contracts and contracts certification process.
14. Inputs and maintains data in computerized contract system and generates computerized reports.
15. Maintains contract files and other contract documents and certificates, and monitors validity of documents.
16. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of: principles and processes of finance, accounting, budgeting and contracts; practices and principles of administrative and management techniques.

Ability to: conduct field surveys, collect data, research, and analyze; interact with departmental personnel to obtain and furnish information on budget/grants, contracts, and procedural matters; prepare and write reports and recommendations; assist in procedural, organizational and operational investigations; track program budgets; prepare graphs and charts for budget presentations, quarterly and contract reports.

Skills of: utilize computers for word-processing, databases and various spread sheet software.

EXPERIENCE AND TRAINING GUIDELINES:

1. Possession of a baccalaureate degree from an accredited college or university and two years of professional experience in budget analysis, financial analysis, legislative/policy analysis, or contract administration **OR**
2. Possession of a baccalaureate degree from an accredited college or university in accounting, finance, public or business administration, economics, urban studies, public policy or a related field.

SUBSTITUTION: Professional experience in budget analysis, financial analysis, legislative/policy analysis or contract administration may substitute for up to two years of the education in #1 above.

LICENSE/CERTIFICATE: None

SPECIAL REQUIREMENTS:

Essential duties require the following physical skills and work environment: sitting in an office for an extended period of time and using computers; talking on the telephone; sending and receiving faxes; xeroxing and utilizing other modern office equipment.

Effective Date: January 12, 1961
Amended: July 23, 1999
Reason for amendment: to accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this Job Code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS MANAGER CODE: 1821

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, plans, designs and directs the activities and services of the Management Information Systems Unit for the Mayor's Office of Employment and Training; designs and coordinates the implementation of the computerized Participant Data System; performs responsible, highly technical work in all areas of information gathering and reporting; directs and supervises subordinate employees; serves in a resource capacity for statistical information; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification is distinguished from Chief of Planning, Evaluation and MIS by its concern with the detailed coordination and operation of the MIS unit, requiring the exercise of independent judgment which significantly affects the entire MOET program. This classification is distinguished from MIS Specialist III by it responsibility for designing and implementing policy and technical procedures and supervision of the MIS unit staff.

EXAMPLES OF DUTIES:

1. Designs and directs the implementation of internal systems and procedures for the collection and compilation of manpower program data.
2. Provides technical assistance, through training and coordination, to MOET staff and subcontractors on MIS systems and procedures; trains all MIS personnel in the operation and maintenance of such procedures.
3. Works closely with the computer corporation staff to insure accurate, efficient development and implementation of the Participant Data System involving data input, editing, updating and reporting on all participants of the thirteen portions of the San Francisco MOET program.
4. Assigns, directs and reviews the work of professionals, paraprofessionals and clerical personnel in the MIS Unit.
5. Receives, evaluates and interprets all existing and revised CETA regulations and disseminates policy to other MOET staff and subcontractors regarding meaning, implementation and eligibility requirements. Develops workshops and procedures to make participant information recording better and easier.
6. Analyzes the summaries of all compiled data to prepare monthly and quarterly reports for the DOL as per federal reporting requirements.
7. Computes and summarizes all compiled participant and expenditure data to prepare the semi-annual benefit/cost report for the planning, evaluation and monitoring programs.
8. Reviews all on-the-job training audit reports to insure accuracy, making recommendations on these to the Director.
9. Attends all MIS conferences and represents MOET with DOL technical personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of college or university, with a baccalaureate degree, with major course work in data systems design, business administration statistics, mathematics, or some closely related field supplemented by four years of experience as an MIS statistical analyst, including systems design plus two years supervision of subordinate personnel; or an equivalent combination of training and experience.

CLASS TITLE: MANAGEMENT INFORMATION SYSTEMS MANAGER CODE: 1821

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of employment and training program data, economic, employment and labor practices; federal, state and local manpower programs, procedures and regulations; statistical techniques and procedures and computer languages such as Cobol and R2.

Requires ability to plan, evaluate and implement information gathering data systems; write clear and concise technical and narrative reports; deal courteously and effectively with government officials, subcontractors, administrators and computer systems designers; train and supervise the work of subordinates.

Requires unusual skill in the coordination of highly technical procedures within the units of MOET program designs and regulations where efficiency, accuracy, quick judgment, and integrity are essential.

ADOPTED: 3-16-81

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: ADMINISTRATIVE ANALYST **JOB CODE: 1822**
Business Unit: COMMN

Definition: Under direction, the Administrative Analyst performs difficult and detailed professional-level analytical work in a variety of functional areas, such as; development and administration of competitive bid processes and contractual agreements; grant administration and monitoring; budget development and administration; legislative analysis; development and evaluation of management/administrative policy; program evaluation and planning; or complex financial/fiscal analysis and reporting.

Distinguishing Features: Class 1822 Administrative Analyst is distinguished from Class 1823 Senior Administrative Analyst in that the latter performs duties of a more difficult and complex nature. Class 1822 Administrative Analyst is distinguished from Class 1820 Junior Administrative Analyst in that the latter is an entry level class performing less difficult and complex duties..

Supervision Exercised: Depending on assignment, may serve as lead worker to clerical, technical staff and/or subordinate professional staff.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Performs research, compiles and analyzes information/data regarding a variety of administrative, management, fiscal and organizational issues: identifies issues and determines analytical standards in consultation with supervisor, manager, departmental personnel and other individuals/experts; gathers relevant data, information and/or documentation from a variety of sources; analyzes information and documentation and develops tentative findings; discusses and/or coordinates analysis and tentative findings with supervisor, management staff and/or other appropriate individuals; develops or assists in developing recommendations and/or course of action; gathers additional information and/or revises methodology as needed.
2. Prepares or assists in the preparation of a variety of management reports: compiles and evaluates information in preparation for writing report; presents background information and description of analytical standards; outlines findings and recommendations and prepares logical supporting documentation; writes or assists in writing final reports and documentation for evaluation by administrative and/or management staff; presents reports, including formal presentations to groups.
3. Performs analysis for development of administrative, management, program and organizational policies and procedures: consults with managers, administrators and other staff to determine parameters for analysis and other background information; analyzes existing policies, procedures and work practices; analyzes the effect of proposed and existing legislation, regulations and law on organizational policies and procedures; compiles information and documentation in preparation for producing reports and/or drafts reports for management/administration.
4. Performs analysis for budget development and resource planning: performs or assists in needs analysis and trend analysis based on research and consultation with managers and administrative staff; consults with managers and assists in resource planning and development of annual budget estimates; reviews and analyzes budget requests from administrators; compiles information and documentation in preparation for producing reports and/or drafts reports related to budget and resource planning issues.
5. Performs analysis for budget administration and/or fiscal/financial reporting: monitors and analyzes expenditures and accounts to ensure compliance with budget parameters; gathers information and prepares documentation related to fiscal/financial reporting; performs and/or assists in fiscal/financial analysis; compiles information and documentation in preparation for producing and/or drafts fiscal/financial reports.
6. Performs analysis for development and administration of competitive bid processes and contractual agreements: identifies and analyzes needs, goals, available funding and other criteria; develops or assists in development of contract/lease specifications; preparing requests for proposals and bid solicitation; performs or assists in analysis of bid information provided by contractors; assists in establishment/maintenance of contractual relationships; performs or assists in analysis for monitoring and enforcement of legal agreements to ensure compliance.
7. Performs analysis for monitoring of grants received by department; writes or assists in writing grant proposals; analyzes funding parameters and other requirements specified by grantor; monitors departmental expenditures to ensure funding parameters are met; analyzes other criteria to ensure compliance with standards required by grantor.
8. Performs related duties as required.

JOB CODE TITLE: ADMINISTRATIVE ANALYST

JOB CODE: 1822
Business Unit: COMMN

Job Related and Essential Qualifications:
Knowledge of: the principles, procedures and legal standards required to provide professional-level analytical assistance to administrative staff in such areas as: budget development and monitoring; financial/fiscal analysis and reporting; development of management/administrative policies and procedures; analysis of existing and proposed legislation, legal standards and regulatory mandates; development and administration of contractual agreements; and/or grant monitoring and administration.

Ability to: identify, research and gather relevant information from a variety of sources; read and interpret complex written materials; analyze and evaluate data, procedures, interrelated processes and other information; formulate conclusions and/or alternatives and develop effective recommendations; use work-related computer applications, including e-mail, word processing, spreadsheets, databases and the internet; prepare well-organized and accurate documents such as reports, memos, and correspondence; synthesize ideas and factual information into clear and logical written statements; speak clearly and concisely in order to express ideas and communicate work-related information to a variety of individuals and groups; listen, ask appropriate questions and effectively elicit information; establish and maintain effective working relationships with staff, officials and the general public, including a variety of individuals and groups.

EXPERIENCE AND TRAINING GUIDELINES:

1. Possession of a baccalaureate degree from an accredited college or university, and two years of verifiable experience performing professional-level analytical work, with duties equivalent to those of Class 1820 Junior Administrative Analyst, in one or more of the following functional areas: administrative policy analysis, legislative analysis, economic analysis, budgetary analysis, complex financial/fiscal analysis and reporting, development/administration of competitive bid processes, contractual agreements or grants. OR
2. Possession of a graduate degree (master's degree or higher) from an accredited college or university; and one year of verifiable experience performing professional-level analytical work, with duties equivalent to those of Class 1820 Junior Administrative Analyst, in one or more of the following functional areas: administrative policy analysis, legislative analysis, economic analysis, budgetary analysis, complex financial/fiscal analysis and reporting, development/administration of competitive bid processes, contractual agreements or grants.

Substitutions:
1. Substitution for required experience (#1 or #2 above): Applicants who possess a baccalaureate or graduate degree and have completed 30 semester/45 quarter units of coursework from an accredited college or university in specialized subject matter areas such as public or business administration, management, business law, contract law, public policy, urban studies, economics, statistical analysis, finance, accounting or a closely related field of study may substitute this specialized coursework for 6 months of the required experience.
2. Substitution for required education (#1 above only): Applicants who possess an Associate degree, or who have completed a minimum of 60 semester/90 quarter units from an accredited college or university, may substitute additional qualifying work experience as described above for up to two years of the required baccalaureate-level education. One year (2000 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units. However, a minimum of 18 semester/27 quarter units of the completed course work must be in college-level academic areas related to the essential functions of Class 1822, including composition, mathematics, and critical thinking.

Effective Date: July 13, 1961

Amended: July 23, 1999

Amended: April 2, 2001

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR ADMINISTRATIVE ANALYST

JOB CODE: 1823
Business Unit: COMMN

Definition: Under general direction plans, organizes, leads and/or participates in complex, sensitive, and detailed analytical work in the areas of budget, financial/fiscal, economic, legislative and administrative policy and/or contract administration.

Distinguishing Features: Class 1823 Senior Administrative Analyst is the Senior journey level in the Administrative Analyst series with responsibility for directing and performing difficult, complex, and/or sensitive projects for departmental management. This class is distinguished from class 1822 Administrative Analyst in that class 1822 is the journey-level class working under general supervision. Class 1823 is distinguished from class 1824 Principal Administrative Analyst in that class 1824 has greater and/or more complex financial responsibilities, greater consequence of error and independence of action, and is assigned the most difficult, complex, and sensitive projects.

Supervision Exercised: Class 1823 Senior Administrative Analysts may supervise a small staff performing moderately complex analytical work.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Researches, analyzes and makes policy recommendation on special projects or highly visible public issues; may direct complex financial or operational activities; responds to informational requests, including those of a highly sensitive nature, and may represent the department to the Mayor's office, Board of Supervisors, Controller's Office, other city officials, outside agencies and the public; acts as executive assistant and provides administrative analysis to high-level managers or a department head.
2. Coordinates, develops, manages and monitors a departmental budget of moderate complexity or assists in the development and management of a departmental budget of greater complexity; negotiates budget proposals within the department and with the Mayor's Office, Board of Supervisors and other agencies; prepares budget line item narrative, analyses, recommendations, and justifications for annual and supplemental requests; assists management in the budget development process, monitoring of the budget, budget reporting, and interpretation of budget-related documents.
3. Analyzes trends in budget expenditures and revenues, prepares financial/statistical reports for management, Mayor's Office, Board of Supervisors, Controller's Office and various funding agencies; coordinates and monitors departmental reporting to funding agencies including the subvention of funds to contracting organizations and justifies that funds are used as required.
4. Coordinates the activities related to the application for, and management of multiple source capital projects and/or grants; monitors detailed and complex budgets, ensures expenditures remain within budget, and shifts funds within guidelines; coordinates and monitors reporting to funding agencies including the subvention of funds to contracting organizations and justifies that funds are used as required; may coordinate the preparation of City-wide single audit report.
5. Plans and performs economic and/or financial analyses including forecasting, revenue and/or expense projections, analysis of capital requirements, calculation of debt capacity, evaluation of financing alternatives; rate analysis, modeling and cost/benefit analysis; prepares reports with financial/policy recommendations and appropriate supporting documentation; may assist in the preparation of audit schedules and financial statements.
6. Analyzes and interprets existing, newly enacted and proposed local, state, federal legislation and regulation for policy and financial impact on the department; advises management and prepares recommendations with appropriate supporting documentation regarding how to comply with new regulations, mitigate adverse action against the department or maximize potential revenues; develops, implements and monitors new and revised reporting systems required by legislation.
7. Analyzes existing and proposed administrative policies and procedures as well as organizational problems; conducts difficult and detailed studies; identifies administrative problems, determines methods of analysis, and identifies trends; prepares and presents reports with recommendations and appropriate justification based on studies and surveys; may coordinate the implementation of new systems and/or procedures.

8. Prepares MBE/WBE and contract status reports; conducts competitive contract vendor selection processes including public bids and requests for proposals, distributes and places advertisements and public notices for contracts; processes moderate to highly complex contracts including advertising for bids/proposals, receipt and review of bids, contract negotiation and award, and routing through signature/documentation process to certification; provides information to staff from Purchasing, Human Resources, Human Rights Commission and the Administrative Services Office; and provides training and technical assistance to staff and contractors on departmental and City contracting policies, procedures and requirements.
9. Prepares cost estimates and terms for new and existing contracts, for proposed change orders and modifications; reviews contract provisions, conducts site visits, and meets with engineers/inspectors/program managers to develop cost estimates; meets with contractors to negotiate requests for additional costs; assists in analyzing costs related to change orders and modifications; maintains data and information resources on current industry cost standards for materials, equipment and labor costs; establishes and maintains contact with sources of information including vendors, labor unions and governmental agencies.
10. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: the principles and techniques of governmental organization and management: the principles and techniques of financial/fiscal analysis and budgeting; the principles and techniques of economic and policy analysis; the principles and techniques of generally accepted accounting principles and government accounting standards; application of statistical and other analytical methods; applicable local, state, and federal laws and regulations affecting departmental operations; principles involved in the development and implementation of complex systems and procedures; methods, procedures, and techniques needed for negotiations of contract terms, change orders, cost estimates and modifications.

Ability to: collect, synthesize, and analyze a wide variety of information; conduct difficult analytical studies involving complex administrative and financial systems and procedures; work with authority to identify and define problems, determine methodology, evaluate data, make recommendations with appropriate justification and develop/implement a plan of action; assign and direct the work of subordinates; establish and maintain effective communication with senior management, officials, departmental representatives, vendors, or other agencies; negotiate effectively; use a personal computer and software programs as utilized in various departments.

Experience and Training Guidelines:

1. Possession of a baccalaureate degree from an accredited college or university AND four years of experience in complex budget analysis, financial/fiscal analysis, economic analysis, contract administration, or legislative/administrative policy analysis; OR
2. Possession of a baccalaureate degree in Accounting, Finance, Economics, Public or Business Administration or related field from an accredited college or university AND three years experience in complex budget analysis, financial/fiscal analysis, economic analysis, contract administration, or legislative/administrative policy analysis; OR
3. Possession of a Master's degree in Accounting, Finance, Economics, Public or Business Administration or related field from an accredited college or university AND two years experience in complex budget analysis, financial/fiscal analysis, economic analysis, contract administration, or legislative/administrative policy analysis.

Effective Date: 8/26/65

Amended date: 11/4/91; 11/7/95; 12/2/99

Reason for Amendment:
To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this job code.

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: PRINCIPAL ADMINISTRATIVE ANALYST

JOB CODE: 1824
Business Unit: COMMN

Definition: Under general administrative direction plans, organizes, leads and may supervise staff engaged in difficult, complex, sensitive, and detailed analytical work in the areas of budget, contracts, financial/fiscal, economic, legislative and administrative policies.

Distinguishing Features: Class 1824 Principal Administrative Analyst is the highest level in the Administrative Analyst professional/supervisory/management series. It is distinguished from the next lower level of 1823 Senior Administrative Analyst by its assignment of greater and/or more complex financial responsibilities, its performance and supervision of the most difficult, complex, and sensitive projects and negotiations; and its greater independence of action and consequence of error in formulating recommendations and decisions.

Supervision Exercised: Class 1824 Principal Administrative Analysts may supervise staff including lower-level administrative analysts.

Examples of Important and Essential Duties:

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Researches, analyzes and makes policy recommendations on special projects or highly visible public issues; may direct financial or operational activities; responds to informational requests, including those of a highly sensitive nature, and may represent the department to the Mayor's Office, Board of Supervisors, Controller's Office, other city officials, outside agencies and the public; acts as executive assistant and provides administrative analysis to high-level managers or a department head.
2. Plans and directs the production of highly complex departmental budget; advises management in the budget development and management process, including formulating policy, monitoring, reporting and interpreting budget documents; negotiates budget proposals within the department and with the Mayor's Office, Board of Supervisors, and other agencies; prepares or supervises staff in the preparation of, budget line-item narratives, analyses, recommendations and justification for annual, supplemental and multi-year requests.
3. Establishes, administers, monitors, coordinates and acts as liaison regarding application for and management of complex, multiple source capital project and/or grants; ensures compliance of fund reallocations with funding agency requirements; analyzes trends in expenditures and revenues for multi-year budgets; prepares financial/statistical reports for management, Mayor's Office, Board of Supervisors, Controller's Office and other funding agencies; coordinates and monitors departmental reporting to funding agencies including the subvention of funds to contracting organizations and justifies that funds are used as required.
4. Plans, performs and directs work involving complex economic and/or financial analysis including rate analysis and modeling, cost/benefit analysis, and capital planning for senior management; determines appropriate methodology and performs difficult financial analyses, including financial forecasting, revenue and/or expense projections, capital requirements, calculation of debt capacity and evaluation of financing alternatives; makes written and oral recommendations on difficult administrative and fiscal issues.
5. Analyzes, interprets, and translates new and existing governmental accounting pronouncements and technical guidance and develops and coordinates the implementation of new financial procedures; identifies problems with, develops and implements changes to current financial policies and procedures; may coordinate and oversee the annual financial audit including preparation of audit schedules and governmental accounting standards, local, state, and federal regulations.
6. Identifies and analyzes highly complex existing, newly enacted and proposed local, state, federal legislation policies and procedures; advises management on the consequences of proposed and pending legislation and effectively presents recommendations; develops and recommends procedures for the citywide implementation of enacted legislation; may act as legislative liaison to other departments; assists state and federal legislative staff in drafting legislation; advocates and testifies regarding department's position to legislators, committees, and staff; develops comprehensive user manuals to implement legislation, programs and administrative policies.
7. Researches, analyzes, and makes policy recommendations on special projects or highly visible public issues including administrative policies, practices, and procedures; manages implementation of new systems, policies, and procedures.

8. Plans and directs difficult and detailed staff work involving: preparation of MBE/WBE and contract status reports; conducting competitive contract vendor selection processes including public bids and Requests For Proposals, ensuring adequate and economic distribution of advertisement, requests for proposals and public notices; process highly complex contracts including advertising for bids/proposals, receipt and review of bids, contract negotiation and award and routing through signature/documentation process to certification; coordinate with staff from purchasing, Human Resources, Human Rights Commission, and the Administrative Services office; and provide training and assistance to staff and contractors on departmental and City contracting policies, procedures, and requirements.
9. Reviews, prepares, and analyzes cost estimates and terms for new and existing contracts, change orders, and modifications; prepares reports of analyses and related documents; analyzes claims for additional cost reimbursement to determine validity; analyzes contract provisions to determine appropriate reimbursement amount; conducts negotiations with contractors with regard to additional contract terms, cost reimbursement and change order provisions; prepares reports regarding claim status, settlement activities and reimbursement amounts for use by management and city Attorney's Office; maintains records of negotiations.
10. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:

Knowledge of: principles and techniques of governmental organization and management: the principles and techniques of financial/fiscal analysis and budgeting; principles and techniques of economic and policy analysis; principles and techniques of generally accepted accounting principles and government accounting standards; application of statistical and other analytical methods, knowledge of methods and techniques of data collection and analysis; applicable local, state, and federal laws and regulations affecting departmental operations; principles involved in the development and implementation of complex systems and procedures; methods, procedures, and techniques needed for negotiations of contract terms, change orders, cost estimates and modifications.

Ability to: collect, synthesize, and analyze a wide variety of information; conduct extremely difficult analytical studies involving complex administrative and financial systems and procedures; work with authority to identify and define problems, determine methodology evaluate data, make recommendations with appropriate justification and develop/implement a plan of action; plan, prepare, review, and present clear and concise findings and reports; assign and direct the work of subordinates and other staff; establish and maintain effective oral communication with management, officials, representative of other agencies, contractors, and the general public; negotiate effectively; use personal computer and software programs as utilized in various departments.

Experience and Training Guidelines:

1. Possession of a baccalaureate degree from an accredited college or university AND six years of experience in complex budget analysis, financial/fiscal analysis, economic analysis, contract administration, or legislative/administrative policy analysis; OR
2. Possession of a baccalaureate degree in Accounting, Finance, Economics, Public or Business Administration or related field from an accredited college or university AND five years experience in complex budget analysis, financial/fiscal analysis, economic analysis, contract administration, or legislative/administrative policy analysis; OR
3. Possession of a Master's degree in Accounting, Finance, Economics, Public or Business Administration or related field from an accredited college or university AND four years experience in complex budget analysis, financial/fiscal analysis, economic analysis, contract administration, or legislative/administrative policy analysis.

Effective Date: 1/21/61

Amended date: 2/5/79; 11/4/91; 12/13/94; 11/7/95; 12/2/99

Reason for Amendment:
To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL ADMINISTRATIVE ANALYST CODE: 1824

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, coordinates and develops overall administrative policies and methods relative to budget and management analysis; performs technical and professional work involving studies of the organization, management and procedures of departmental operations; directs, assigns and reviews the work of subordinate personnel engaged in such work; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in class 1824 Principal Administrative Analyst are distinguished from those in class 1823 Senior Administrative Analyst in that they involve responsibility for direction of employees in the latter classification and may direct a large staff in a major city department involved in complex budget and/or management analysis activities. Employees in class 1823 Senior Administrative Analyst normally function independently or direct a small staff in conducting moderately complex analytical studies and making recommendations on procedural or organizational revisions for a department.

EXAMPLES OF DUTIES:

1. Confers with management officials on organization, management, management informational systems, and procedural problems and establishes objectives of surveys and research relative to such problems.
2. Assigns and supervises survey and research projects to subordinate personnel and reviews the results and recommendations.
3. Personally conducts extensive surveys of department organization, management and procedures and advises on improved administrative and operational practices and procedures.
4. Reviews original and supplemental budget requests and makes recommendations for the approval or disapproval of such requests.
5. Coordinates policies and procedures relative to provision of departmental information and management support services.
6. May direct operation of automated data processing systems and makes recommendations for modifications and improvements of existing systems.
7. Consults with representatives of federal, state, county and local agencies on matters involving legislative changes, policy implementation and improvements in systems and operations particular to the department.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in public or business administration, accounting or finance.

Requires six years of progressively responsible experience in management analysis; or municipal finance and accounting, including experience in management and organizational problems at a responsible supervisory level; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: The principles and techniques of financial accounting, budgeting, organizational management and personnel administration; applications of statistical methods to management analysis; the organization and operation of the various city departments and agencies and the laws and regulations governing budgeting and administering processes; the principles of modern organization and public administration.

CLASS TITLE: PRINCIPAL ADMINISTRATIVE ANALYST CODE: 1824

MINIMUM QUALIFICATIONS: (continued)

Requires considerable ability to: plan, assign and supervise the activities of subordinate personnel; make comprehensive analyses and evaluations of organizational and administrative problems; prepare, review and present clear and concise recommendations and reports; requires analytical and administrative ability.

Requires considerable skill in the application of budgeting and administrative principles, practices and techniques to practical operational problems.

PROMOTIVE LINES:

TO: To be determined

FROM: Senior Administrative Analyst
Entrance Examination

AMENDED: 2-5-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: MANAGEMENT ANALYST CODE: 1825

CHARACTERISTICS OF THE CLASS:

Under general direction, acts as a principal staff assistant in the office of the Chief Administrative Officer in identifying and analyzing management problems and making recommendations regarding solutions; analyzes department budget requests and makes recommendations thereon; reviews a variety of documents for conformance with established policies and procedures; represents the Chief Administrative Officer before legislative bodies, other public agencies, public and private outside organizations; consults with department representatives regarding administrative problems, operations, and changes in policies and procedures; reviews legislation affecting departmental operations, and prepares reports and recommendations on procedural changes made necessary by such legislation; is responsible for administering the accounts of the Publicity and Advertising Fund; and performs related duties as required.

EXAMPLES OF DUTIES:

1. Serves as a principal staff assistant in the Chief Administrative Officer's office in performing and/or supervising analytical studies of budgetary, organizational and administrative problems; reviews and analyzes data collected from accounting, personnel and other records; analyzes annual budget and supplemental appropriation requests and prepares reports and recommendations thereon.

2. Analyzes and evaluates departmental policies, procedures and work programs; identifies administrative, organizational, management and budgetary problems, and develops alternative methods and plans; reviews departmental assignment of manpower and equipment in order to determine effective utilization; determines if departmental work conforms to Charter, Ordinance, State or Federal law.

3. Plans, develops and installs management changes in order to increase efficiency and economy in City and County departments; audits and analyzes department organizational structures and functions and makes decisions thereon regarding procedures, forms, work flow and equipment used; prepares and/or supervises the preparation of operating manuals and organization and work flow charts.

4. Reviews a variety of documents, requisitions, contracts, memoranda and reports for conformance with established authorizations, policies and procedures; signs documents for which responsibility has been assigned; answers correspondence requests for information and complaints; performs a wide variety of administrative duties.

5. As assigned, attends a variety of meetings, including departmental and interdepartmental, Board of Supervisors committees, local, regional, State or Federal agencies, citizens and business groups and organizations; in this connection, makes presentations of programs and operations.

6. Reviews Federal and State legislation affecting departmental operations; consults with administrative and professional staff on procedural changes made necessary by legislative action.

7. Prepares and/or supervises the preparation of narrative and statistical reports on a variety of administrative and management problems; formulates recommendations on studies conducted.

8. Supervises the administration, expenditure and accounting of the Publicity and Advertising Fund; serves as a staff member of the Capital Improvement Advisory Committee and prepares reports; may act for the Executive Assistant to the Chief Administrative Officer in his absence; may act as Clerk of the Business Tax Board of review.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or

university with a baccalaureate degree with major course work in business administration, public administration, accounting, or related fields.

Requires at least six years of progressively responsible professional experience in administrative analysis, business administration, public administration, research, accounting, municipal finance, or related activities.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: The principles and techniques of governmental organization, management, budgeting, administrative analysis, personnel administration and financial administration.

Requires considerable ability to: Make incisive analytical studies involving complex administrative systems and procedures; evaluate data on a variety of administrative matters; prepare concise and convincing reports and recommendations; plan and direct the work of subordinates; organize and supervise efforts to obtain effective solutions to problems in budget preparation, personnel utilization, organization, procedures and forms analyses; deal tactfully and effectively with City officials, department representatives, employees, representatives of outside interests and civic groups.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 1823 Senior Administrative Analyst

ADOPTED: May 11, 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CITY SHOPS FLEET ADMINISTRATOR CODE: 1826

CHARACTERISTICS OF THE CLASS:

Under direction of the City Shops General Superintendent, manages the implementation of Citywide policies, procedures, and systems relating to vehicle fleets under the jurisdiction of the Purchasing Department Central Shops; supervises the cost capture, accounting, and billing for Central Shops vehicle maintenance activities; manages the City Auto Purchases program; acts for the City Shops General Superintendent and Assistant Superintendent in their absence; and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class is distinguished from the City Shops Assistant Superintendent by its primary responsibility for vehicle administration rather than vehicle maintenance, and by its focus on automated systems development and implementation. It is distingusihed from positions in the Management Information Systems series by its administrative responsibilities related to fleet management. This position reports directly to the City Shops General Superintendent.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Manages the Central Shops automated management systems including the vehicle maintenance and fuel distribution systems; implements and maintains automated vehicle systems; trains staff in the use of automated systems; monitors the integrity of data; directs and participates in the development of phased enhancements; works with other City departments to adapt management systems to their needs.
2. Supervises subordinate clerical, accounting and analytical staff in performing support functions; directs billing to departments for vehicle maintenance and fuel; directs administrative tasks including vehicle receipt, inspection, and registration; directs record keeping for vehicles; reviews and prepares performance evaluations for subordinates.
3. Performs analytical studies; develops and recommends policies and procedures concerning vehicle purchase, administration and distribution of fuel; performs special analytical and organizational studies for the City Shops General Superintendent.
4. Manages the City Auto Purchases program for purchase of vehicles; analyzes fleet needs; prepares vehicle specifications; coordinates bidding and purchase activities with purchasing staff.
5. Manages the preparation and administration of the Central Shops budget.
6. Acts for the City Shops General Superintendent and Assistant Superintendent in their absence.

CLASS TITLE: CITY SHOPS FLEET ADMINISTRATOR CODE: 1826

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Considerable knowledge of: fleet management; automated management systems including vehicle maintenance systems; budgeting systems.

Strong analytical, communication, and interpersonal skills.

ADOPTED: 9/21/87
#2046m

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: ADMINISTRATIVE SERVICES MANAGER JOB CODE: 1827
Business Unit: COMMN

Definition:
Under general direction, manages complex, sensitive and detailed departmental administrative and support functions in areas such as clerical, warehouse, building maintenance, budget, contracts, personnel, purchasing, and departmental policy/procedures.

Distinguishing Features:
Positions in this class are responsible for the management of an administrative services unit or division. This class is distinguished from class 1844 Senior Management Assistant by its responsibility, performed in a management capacity, for greater or more complex multiple administrative functions; performance and supervision of very complex and sensitive projects; and formulating recommendations and decisions. It is distinguished from class 1823 Senior Administrative Analyst in that responsibilities of the latter, which functions in a staff capacity, are concentrated in one of the areas of budgetary, financial, legislative and policy analysis or contract administration.

Supervision Exercised: This class may supervise positions in class 1844 Senior Management Assistant, and/or other professional, sub-professional, craft and clerical staff.

Examples of Important and Essential Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Manages administrative and support function in areas such as clerical, warehouse, building maintenance, budget, contracts, personnel, and purchasing.
2. Supervises professional, administrative support and clerical staff by assigning and monitoring work and conducting performance appraisals and disciplinary actions.
3. Prepares, analyzes, and presents documents including a variety of databases, spreadsheets and reports relating to budgets, expenditures, and purchasing, and/or contracting.
4. Provides consultation and support to management and supervisory staff on complex personnel administration issues including disciplinary procedures, employee grievances and complaints, interpretation of Civil Service rules, policies and procedures, preparation of documentation for personnel actions, staff training and employee health and safety programs. May establish tracking and monitoring systems for management of requisitions and other personnel actions.
5. Analyzes complex issues in a number of areas relating to operations, policies and procedures; prepares written findings and reports, makes recommendations for and formulates written policies and procedures utilizing personal computers.
6. Performs other duties as required.

JOB CODE TITLE: ADMINISTRATIVE SERVICES MANAGER JOB CODE: 1827
Business Unit: COMMN

Job Related and Essential Qualifications:
Knowledge of: the methods and techniques of governmental organization and management; the methods of budget preparation and analysis of budgets, expenditures and purchasing; the principles involved in the development and implementation of complex systems and procedures; the principles, practices and methods of staff utilization, staff development, and employee relations; and applicable local, state and federal laws, regulations and various municipal ordinances affecting departmental operations.

Skill and Ability to: plan, assign, organize and direct the work of staff engaged in complex and detailed departmental administrative and financial functions; conduct performance appraisals and disciplinary actions when necessary; speak clearly and accurately to communicate with senior level management, officials, subordinates, peers, representatives of other agencies and the general public; plan, prepare, review and present clear and concise written findings, reports and correspondence; establish and maintain effective working relationships with senior level management, officials, subordinates, peers, representatives of other agencies and the general public; use a personal computer and various software applications proficiently to prepare correspondence, reports, develop spreadsheets, databases, and analyze data.

Experience and Training Guidelines
1. A baccalaureate degree from an accredited college or university; **AND**
2. Four (4) years of professional administrative/management experience which includes budget development, contract and financial administration, and personnel administration; two (2) years of this experience must include supervisory experience.

Effective Date: 6/7/93

Amended Date: **8/31/00**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities, and minimum qualifications defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR ASSOCIATE BUDGET ANALYST CODE: 1828

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises a team of analysts engaged in the audit, review and investigation of the operations and procedures of city departments and agencies; directs or participates in administrative management, budgetary administration, manpower utilization, capital improvement programming and other related investigations and studies; confers with commissioners, executives, administrators, professionals, technicians and representatives of various groups and organizations; reviews and analyzes existing and proposed legislation; supervises and reviews the work of subordinate personnel; prepares comprehensive and logical oral and written reports of findings with recommendations; and performs related duties as required.

DISTINGUISHING FEATURES:

Major assignments at this level include (1) serving as a team leader of analysts involved in budgetary analysis and management audits of city and county departments and agencies (2) either independently or as a member of a team personally conducts the more complex, difficult and specialized research, studies or budgetary analysis.

EXAMPLES OF DUTIES

1. Plans, assigns, supervises and evaluates the work of a group of analysts engaged in conducting audits,and investigative studies of city and county departments or of major programs and projects leading to recommendations to the Board of Supervisors for improvements in the organization, administration and management of city and county departments.

2. Participates in the performance of analytical studies of budgetary, organizational and administrative activities of city departments and agencies; conducts management and financial audits of city and county departments and other organizational units and prepares reports containing the findings and recommendations of such audits; reviews and analyzes a wide variety of data collected from accounting, operational, personnel and other records; analyzes various revenue and taxation matters and prepares reports and recommendations thereon; as assigned, reviews and analyzes portions of the annual budget and supplemental appropriation requests; prepares reports and recommendations on the budgetary requests of departments; indicating desirable deletions or revisions in budget requests; analyzes and evaluates cost and fee data; analyzes the relationship of departmental work programs to budgetary needs; prepares reports pertaining to budget preparation, budget administration, budget controls and budget presentation including program budgeting.

3. Analyzes and evaluates departmental policies and procedures; identifies administrative, organizational, management and budgetary problems and submits alternative methods and plans when appropriate; reviews departmental assignment of manpower and equipment in order to assess effective utilization; studies assigned areas of city departmental operations to determine if work conforms to charter, ordinance, state statutes, federal law or city policy.

4. Confers with city commissioners, executives, administrators, professionals and technicians in order to gather data on fiscal, administrative and operating activities; may consult with representatives of other governmental entities as well as representatives of civic and business organizations; as assigned, attends a variety of meetings including departmental, interdepartmental, Board of Supervisors committees, local, regional, state and federal agencies; summarizes information obtained and presents conclusions.

CLASS TITLE: SENIOR ASSOCIATE BUDGET ANALYST CODE: 1828

EXAMPLES OF DUTIES (cont'd)

5. Prepares comprehensive reports of findings, conclusions and recommendations including drafting reports for presentation to the Board of Supervisors; proposes legislation and policy changes; evaluates findings and develops programs to reorganize departments or smaller organizational units so that functions are not duplicated and can be carried on more effectively, efficiently and economically; formulates recommendations on studies conducted.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from a four year college or university with a baccalaureate degree, with major course work in public or business administration, accounting, finance, economics or a related field. A CPA certificate is desirable.

Requires at least four years of progressively responsible experience in a position which included budgetary analysis and control, financial, auditing, systems and procedures analysis and management analysis or an equivalent combination of training and experience, including two years of responsible supervisory experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The principles, techniques and practices of management auditing, municipal accounting and budget preparation; modern principles of administrative analysis, personnel administration and financial administration; statutes, laws and regulations governing budget and related administration matters; a working knowledge of electronic data processing equipment and it capabilities.

Requires ability to: Plan, layout, supervisor, review and coordinate the work of professional staff engaged in a variety of on-going administrative research budgetary and management audit studies and projects; make logical analytical studies involving complex budget and administrative operations and procedures; evaluate data concerning a wide variety of administrative matters; organize and coordinate analyses designed to obtain effective solutions to problems concerning budget activities; personnel utilization, departmental organization and procedures modification; deal tactfully and effectively with city officials, members of legislative bodies, board and commissions, departmental representatives, employees, and representatives of outside interests and groups; prepare and present oral and written reports with recommendations in a concise, logical and convincing manner.

PROMOTIVE LINES:

To : 1892 Assistant Budget Director and Analyst

From: 1826 Associate Budget Analyst

NEW CLASS

ADOPTED: 9/7/76

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: OPERATIONS ANALYST CODE: 1829

CHARACTERISTICS OF THE CLASS:

Under direction, conducts independent analysis of the operations and procedures of city departments and agencies; utilizes a variety of analytical techniques and methods in performing assigned tasks; prepares detailed recommendations for improvement of procedures and control of costs, including revision of unit personnel levels and budgetary considerations where appropriate; develops systems for monitoring implementation of new procedures and for reporting and controlling personnel utilization; and performs related duties as required.

DISTINGUISHING FEATURES:

An employee in this classification is expected to conduct difficult and detailed studies of operations in city departments, including work distribution, flow process charting, methods and procedures analysis and development of work standards. He or she may work either independently or as a member of a team. The Operations Analyst prepares reports with recommendations designed to improve efficiency and economy in the conduct of city government.

EXAMPLES OF DUTIES:

1. Working independently or as a member of a team, identifies work elements and conducts operations analysis studies; develops flow charts, establishes standards and develops work methods improvements.
2. Designs control reporting systems for use in implementing improvements, evaluating work performance and determining required personnel levels.
3. Consults with department management and employees on a continuous basis during the development and installation of standards, methods and reporting systems to obtain their assistance and acceptance of new methods and improvements.
4. Provides data and advice to management concerning work improvement recommendations, the use of standards in analyzing personnel requirements and techniques to improve personnel utilization.
5. Reviews results periodically to determine effective implementation and use of standards, methods and reporting systems.
6. Analyzes cost estimates, staffing requests and work programs in connection with departmental budget requests and makes recommendations thereon.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with courses in general or business mathematics. Requires at least eighty hours of formal classroom training in the development and application of work standards, methods and procedures analysis, work distribution, process flow charting and related techniques and procedures.

Requires at least six months of successful experience within the past three years in applying procedures and techniques of work analyses, including recommendations to improve efficiency and economy; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of the principles of work measurement and operations analysis; working knowledge of the principles and application of statistical methods and techniques.

Requires ability to: Learn the methods, procedures, tools and standard practices of city departments; employ work measurement techniques including predetermined

CLASS TITLE: OPERATIONS ANALYST CODE: 1829

MINIMUM QUALIFICATIONS: (contd)

time systems, time study, work sampling and related techniques; make mathematical calculations of limited complexity; exercise analytical judgment in recommending changes in personnel levels, procedures and equipment to increase efficiency and effectiveness; develop and present clear and concise reports both orally and in writing; establish and maintain effective working relationships with other employees and supervisors.

PROMOTIVE LINES:

To : To be determined

From: Any classification, provided the employee meets the above minimum qualifications.

ADOPTED: 9/25/72

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ADMINISTRATIVE ASSISTANT TO THE MAYOR CODE: 1830

CHARACTERISTICS OF THE CLASS:

Subject to executive approval, is responsible for directing the analysis and review of fiscal, organizational, management and procedural operations of the various city departments as they relate to the formulation and administration of the annual budget; plans, organizes and directs the activities of subordinate personnel engaged in the review and alalysis of such operations; and performs related duties as required.

Requires major responsibility for: coordinating, approving and executing policies and methods affecting budget and administrative matters; achieving widespread economies through the careful study and review of budget estimates and departmental operations and procedures related thereto; making continuous contact with city officials in handling very difficult negotiations on budgeting and procedural problems; requires over-all responsibilty for directing the approval and review of all budget and administrative research records and reports.

EXAMPLES OF DUTIES:

1. Confers with and advises top city officials on policies and administrative procedures relating to the budgetary program and on operational, administrative and organizational problems.

2. Conducts departmental budget hearings with commissions, boards, department heads and representatives and makes determinations on budgetary allowances, subject to general approval of the mayor.

3. Plans, organizes, coordinates and reviews difficult and technical activities in connection with the mayor's over-all budgetary program.

4. Reviews supplemental appropriation requests and recommends approval or disapproval of same.

5. Plans, assigns and directs special administrative operational and organizational studies and surveys of the various city departments.

6. Analyzes survey reports and prepares recommendations on fiscal, organizational and procedural changes.

7. Serves as representative of the mayor on fiscal and administrative matters as directed.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in public or business administration, accounting or finance.

Requires ten years of progressively responsible experience in municipal accounting, administration and budget work including four years of responsible supervisory and administrative experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the principles and practices of municipal accounting and governmental budgetary preparation; the budgetary fiscal problems and needs of the various city departments and the statutes, laws and regulations governing budgeting and administrative matters; the principles of public administration and personnel management.

Requires considerable ability to: plan, organize and direct the activities of subordinate personnel involved in budgetary, fiscal and management problems; meet and deal effectively and courteously with the general public, city officials and representatives of outside business and industrial firms; speak and write effectively and prepare clear and concise financial and administrative records and reports.

Requires unusual skill in applying the principles and practices of municipal accounting, budgeting and administration to practical operating problems.

PROMOTIVE LINES:

To: No normal lines of promotion.

From: Principal administrative analyst

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: BUSINESS MANAGER, CITY COLLEGE CODE: 1832

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, acts as the principal assistant to the Coordinator of Educational Management in administering all phases of the San Francisco Junior College District business activities, including the financial aspects of long range planning for building development; supervises the preparation of the annual budget and the administration and review of all fiscal operations; directs business activities in connection with procurement, contract negotiations, personnel and related administrative responsibilities within the District; and performs related duties as required.

Requires considerable responsibility for: Interpreting, coordinating and executing policy and methods involved in the business administration and financial management of the District; achieving major economies through complex financial and business management planning in connection with the development and installation of an accounting and fiscal system for the District; making regular important contacts with administrative officials, representatives of outside interests and groups involving negotiations and interpretation of the business management and financial policies of the District; the preparation and review of important detailed and complex financial, accounting and related records and reports and making recommendations thereon.

EXAMPLES OF DUTIES:

1. Develops and installs all prescribed books of accounts for the District; directs the financial and business activities of the District; prepares all necessary financial and fiscal statements and reports in accordance with established Federal, State and County regulations.

2. Sets up auxiliary accounting and/or fiscal records and reports necessary for the proper recording and audit of revenues realized by the District through the private contracting of concessions; audits purchasing procedures and inventory control; supervises the collection, compilation, preparation, and analysis of related statistical records and reports.

3. Works with various division heads in preparing specifications for purchasing supplies, materials, and equipment which includes complicated technical radio and TV components, audio-visual, engineering, life and physical science, and laboratory supplies and equipment.

4. Supervises all financial phases of contracts between the District and various Federal and State financial aid and student activity programs under the supervision and control of the District.

5. Supervises the preparation of the annual budget for the District; estimates revenues for ensuing fiscal year as part of the budgetary process; advises management regarding the inclusion or exclusion of requested budgetary items; prepares supplemental appropriation requests as indicated by the needs of the service.

6. Participates in long-range capital improvement program planning for the City College; prepares financial recommendations and reports on utilization of existing facilities and planning for future improvements.

7. Compiles data as a preliminary to negotiations and renegotiations of contracts with Federal Government financial aid programs.

8. Analyzes State and Federal legislation which involves financial and fiscal matters and advises management regarding their probable effect on the District; prepares proposals for Federal and State grants.

(contd)

CLASS TITLE: BUSINESS MANAGER, CITY COLLEGE CODE: 1832

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in business administration, accounting, economics, or political science.

Requires 10 years of progressively responsible governmental accounting experience, including at least 5 years in a responsible administrative or management capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: The theories, techniques, methods and equipment used in modern office and fiscal management, including cost and municipal accounting, budget preparation, analysis and control, and personnel administration; business law, particularly as applied to contracts, leases and property; Federal and State laws, ordinances and Charter provisions pertaining to the operations of the District; considerable knowledge of general management and administration; departmental organization and operations of the City; electronic data processing operations applicable to fiscal, personnel and general administrative functions.

Requires considerable ability to: Analyze, control and direct the management of business, financial and budgetary operations; establish and maintain effective working relationships with the faculty, students and administrative personnel of the District, administrative personnel in other City departments, and with the general public; represents the District before legislative bodies, representatives of outside interest and groups; write and speak effectively.

ADOPTED: 9/2/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TAPE LIBRARIAN, EDP CODE: 1833

CHARACTERISTICS OF THE CLASS:

Under supervision, receives, issues, stores and delivers magnetic tape reels used in connection with the operation of a medium to large computer complex; cleans tapes and makes minor repairs on tape reels; keeps records of tape movements and performs related duties as required.

DISTINGUISHING FEATURES:

The work of the Tape Librarian entails responsibility for maintaining a continuing, accurate record on each reel of magnetic tape to ensure against the loss of critical, valuable and often irreplaceable data. Although the work is of routine difficulty, the worker must be capable of following detailed procedures. The position is distinguished from the next higher class of 1834 Senior Tape Librarian in that it does not have supervisor responsibility.

EXAMPLE OF DUTIES:

1. Performs a variety of duties in connection with the handling of magnetic tape reels maintained in the electronic data processing division library; issues tapes to authorized personnel.
2. Delivers tapes to one or more computer rooms in compliance with tape requests received; picks up tapes from computer room for return to library.
3. Hangs tapes in serial order; pulls requested tapes; scratches tapes as directed, makes appropriate entry in Tape Management System.
4. Logs tapes in and out of the Library using the Tape Management System; creates tapes, affixes labels and records information in the Tape Management System.
5. Cleans tapes on magnetic tape cleaner; makes minor repairs on tapes and tape labels.
6. Packs tapes as instructed for dispatch to other agencies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school preferably with some business courses providing a background in routine office procedures. Clerical experience may be substituted for formal schooling on a year-for-year basis up to two years.

Knowledge, Abilities and Skills: Requires a knowledge of routine clerical procedures, prefereably those related to an EDP operation.

Requires thoroughness, a willingness to follow detailed instructions, and an ability to work effectively with people; ability to lift and carry supplies and materials of moderate weight. Requires some manual dexterity.

PROMOTIVE LINES:

TO: 1853 Control Clerk, EDP
FROM: Original entrance examination
1404 Clerk
1424 Clerk Typist
ADOPTED: April 6, 1970
AMENDED: Oct. 3, 1977

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR TAPE LIBRARIAN CODE: 1834

CHARACTERISTICS OF THE CLASS:

Under general supervision, supervises the operations of a large library of magnetic tapes; receives, issues, stores and delivers magnetic tape reels used in connection with the operation of a medium to large computer complex; keeps records of tape movements throughout the division; supervises the work of tape librarians and clerical assistants; and performs related duties as required.

DISTINGUISHING FEATURES:

The Senior Tape Librarian is responsible for the maintenance of continuing, accurate records on each reel of magnetic tape to ensure against the loss of critical, valuable and often irreplaceable data. This position provides continuous staff support for efficient performance of programming and production functions in the city's electronic data processing system.

EXAMPLES OF DUTIES:

1. Supervises the operation of the tape library of the medium to large computer complex to assure reliable and ready access to data stored on magnetic tapes.
2. Assigns and supervises the activities of subordinate personnel; assists subordinate personnel in resolving questions and problems related to library activities.
3. Uses the Tape Management System to maintain inventory and activity records, to update information in the master file and to code newly created tapes.
4. In accordance with written instruction, scratches tapes, making appropriate entries in the Tape Management System.
5. Maintains a steady supply of new or scratched tapes to production rooms; keeps a supply of tapes to meet operating requirements; reports inventory level to supervisor.
6. Ensures timely dispatch of specified tapes to users; may assist in the packing of tapes for dispatch; contacts airlines and messenger services.
7. Cleans and evaluates tapes on magnetic tape cleaner; makes minor repairs on tapes and tape labels; contacts programmers or operators to resolve problems.
8. Attends training classes concerned with the utilization of new technology.
9. Performs minimal typing in connection with memoranda.
10. Performs general office management duties, including the maintenance of inventories of supplies.

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of high school, including or supplemented by a course in computer operations.

One year's experience in a medium to large scale magnetic tape library; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a knowledge of the role and operation of a magnetic tape library in a large computer complex.

CLASS TITLE: SENIOR TAPE LIBRARIAN CODE: 1834

Requires ability to: review, analyze and make recommendations on problems in order to affect improvements in the tape library; assign, supervise and train subordinate personnel; deal effectively and courteously with library users and vendors; work independently and accurately with minimum instruction; carry magnetic tapes of moderate weight.

PROMOTIVE LINES:

TO: 1855 Senior Control Clerk, EDP

FROM: 1833 Tape Librarian

ADOPTED: 10-3-77

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

1835 LEGISLATIVE ASSISTANT

Definition:

Under general direction, serves as a legislative assistant to a member of the Board of Supervisors and performs a wide variety of legislative, constituent and clerical duties including work on confidential and sensitive issues; accompanies a Supervisor or represents the Supervisor at neighborhood, business, social and governmental functions and meetings; serves in a liaison capacity with city departments, other governmental agencies, community organizations and citizens; carries out, interprets and explains existing policies, methods and procedures relative to the activities and operations of the Board and its committees; makes important contacts with governmental officials, regional, state and federal legislators, private businesses and organizations, neighborhood groups and private citizens; conducts research on various subjects and topics; prepares reports, resolutions, ordinances, speeches, memoranda and correspondence; ensures that routine office matters are dealt with in an effective, efficient manner; performs related duties as required.

Distinguishing Features:

This classification represents a consolidation of the duties of the former Legislative Aide and Administrative Assistant to the Members of the Board of Supervisors. Positions in this classification are distinguished by the responsibility for assisting a member of the Board of Supervisors in the conduct of legislative and constituent activities.

Examples of Important and Essential Duties:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 9)

1. Serves as an assistant to a member of the Board of Supervisors in the performance of a wide variety of staff assignments: serves in a liaison capacity with various officials and citizens; exchanges information in connection with the development and execution of programs and projects or other matters of mutual concern; accompanies the Supervisor to meetings with City departmental personnel, regional, state and federal legislators and agency personnel, neighborhood and community groups, and organizations and private citizens.

2. Conducts research and special studies and prepares memoranda and reports thereon; also prepares resolutions, ordinances, speeches, correspondence and other materials of a varied nature.

3. Screens invitations and calls from individuals requesting meetings and conversations; screens and interviews office visitors; provides information to a Supervisor on specific subjects concerning individuals who have appointments; may assist in the preparation and planning of conferences, meetings and other activities; may assist in the preparation of informational material to be distributed to the news media.

4. Provides information to the public, City officials and representatives of a variety of agencies and groups in response to questions concerning Board rules, regulations, legislation and departmental policies, and a Supervisor's actions, legislation and policies.

5. Investigates matters assigned by a Supervisor relating to the affairs of the Board of Supervisors or its committees; submits investigative findings with recommendations; prepares correspondence to governmental officials or citizens informing them of findings and remedial action when appropriate.

6. Performs office management functions including the maintenance of legislative records and a wide variety of confidential and other office records and files; receives and reviews correspondence directed to a Supervisor; evaluates suggestions and comments from the public and drafts replies; analyzes and summarizes responses from the public and prepares reports containing recommendations on courses of action.

7. May track legislation; prepares summaries of Board action or agendas; monitors meetings of the Board, its committees or community groups and prepares summaries thereof.

Job-Related and Essential Qualifications:

Knowledge of: administrative methods and procedures, modern office operations and techniques; regional, state and federal laws and procedures affecting the operation of the City and County government; municipal laws, policies and regulations affecting the operation of the Board of Supervisors; structure and activity of community and neighborhood groups.

Ability to: deal tactfully and effectively with departmental representatives, other governmental officials, community organizations and the general public; review and analyze a variety of data and prepare evaluations and recommendations; prepare correspondence and reports concisely, logically and convincingly; speak effectively before a group; meet deadlines, set priorities in an appropriate manner and work effectively in stressful situations.

Skill in: administrative methods and procedures; modern office operations, methods, techniques and procedures; preparing a variety of complex documents and reports with a high degree of accuracy and speed; use of a personal computer.

Experience and Training Guidelines: Any combination of experience and training that could provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Experience: Two years of general administrative or office management experience preferably in a public or community based agency;

Training: Graduation from a four year college or university; or an equivalent combination of training and experience.

License or Certificate: Some positions may require possession of, or ability to obtain, a valid California driver's license.

Special Requirements: Essential duties require the following physical skills and work environment: Ability to work in a standard office environment and to make field visits. An employee in this class may expect to work irregular hours and occasionally to work in excess of a normal work week. Some positions may require driving.

Position exempt from examination under the provisions of Charter Section 10.104.

EFFECTIVE DATE: 6/1/70
RETITLED AND AMENDED: 7/5/96
REASON FOR AMENDMENT: Amended to reflect current duties and responsibilities. Retitled to comply with Charter Section 10.104.9.

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: MEMBERSHIP REPRESENTATIVE, HEALTH SERVICE SYSTEM CODE: 1836

CHARACTERISTICS OF THE CLASS:

Under direction, performs a variety of administrative duties in connection with the operations of the San Francisco City and County Employees Health Service plan; provides liaison with outside agencies; provides information to members; conducts investigations; represents the Executive Director as designated; and performs related duties as required.

Requires responsibility for: Carrying out, explaining and enforcing policies and procedures of the Health Service System; making extensive and responsible personal contacts with representatives of outside agencies, members of the system, and the membership of the Health Service Board; directing the maintenance and preparation of a variety of reports and records concerning Health Service System activities.

EXAMPLES OF DUTIES:

1. Acts as liaison between the Health Service System and agencies, institutions, insurance carriers, health maintenance vendors, and other agencies which are involved in transactions with the Health Service System; may represent the Executive Director of the system in this regard; provides or obtains information from such agencies.
2. Plans and organizes an informational service for members of the Health Service System, both with respect to provisions, policies, and rules of the system, as well as the provisions of Medicare; keeps informed of changes in Medicare plan and provides such information to members of the Health Service System who are eligible for Medicare.
3. Provides assistance to the Medical Advisor of the Health Service System in making field contacts and conducting investigations of hospitals and physicians with respect to over-utilization of benefits.
4. When directed, represents the Executive Director before legislative bodies, boards and commissions on matters pertaining to the Health Service System.
5. Performs a variety of administrative work in connection with the activities of claims processing and membership sections of the Health Service System, as well as a variety of administrative duties for the Executive Director.
6. When directed, exercises administrative direction over specified work activities within the offices of the Health Service System.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with major course work in public administration, business administration, or some closely related field, supplemented by two years experience in conduct of City and County employees affairs, as a representative of employee organizations, or an official in such organization, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a broad knowledge of the workings and organization of the City and County of San Francisco, its various departments and agencies and their functions; requires a comprehensive knowledge of the purposes, policies and procedures of the Employees Health Service System, as well as modern theory and practice of the administration of employee health plans.

Requires ability to: Analyze, investigate, and recommend with respect to a variety of aspects of the administration of the Health Service System; represent the Executive Director on important matters; and to speak and write effectively.

PROMOTIVE LINES:

To : No normal line of promotion

From: Original entrance examination

Adopted: 11/2/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: LEGISLATIVE POLICY ANALYST CODE: 1837

CHARACTERISTICS OF THE CLASS:

Under general direction, provides professional staff assistance to the Board of Supervisors and its committees, including policy analysis and formulation, review and evaluation of current and proposed legislation; special investigation and research; and performs related duties as required.

DISTINGUISHING FEATURES:

This class functions as a staff specialist in provision of technical and legislative policy support to the Board of Supervisors. Incumbents report to the department head, are assigned to permanent and special committees, and have primary responsibility for analyzing legislation, providing fiscal and policy advice, and for assisting City and County legislators in the development of practical, effective legislative policy, programs and procedures.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Provides staff assistance to the Board and its committees; reviews, analyzes and makes recommendations concerning proposed and current legislation; prepares written reports based on such analyses. As assigned, provides staff support to committee chairpersons, and serves on a variety of committees, prepares for meetings to exchange pertinent information and to promote cooperation with community and other groups; participates in local, State and Federal agency meetings relative to departmental programs and policies.

2. Studies public policy issues, urban problems and municipal services, works with citizens, officials and others, to develop realistic, acceptable solutions; provides practical, immediate, objective analysis of problems, issues and legislation; prepares cost-benefit analyses and provides advice on alternate actions, with supporting arguments in favor and against; drafts legislation for consideration by the Board.

3. Coordinates and consults with the Clerk of the Board and others providing regular assistance to the Board of Supervisors, including budget analysts, aides to Supervisors, committee clerks, the office of the City Attorney, departmental officials, community leaders, to provide coherent and effective assistance to the Board.

4. Coordinates with persons in the executive branch to ensure requested legislation meets Board policy and procedural requirements, and that adequate and timely information is provided to the Board prior to consideration of executive branch proposals.

5. Develops and implements proposed improvements to legislative processes and procedures, promoting effective use of the time and resources available to Board and committee members, departmental staff and others.

CLASS TITLE: LEGISLATIVE POLICY ANALYST CODE: 1837

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills:

Comprehensive knowledge of: public policy issues and development; principles and practices of municipal service provision; methods and techniques of data collection and analysis; municipal and other public financial policy development and administration; principles and practices of departmental budgeting, administration, organization and management; City and County governmental structure and legislative processes.

Ability to: Reason logically and creatively to resolve complex problems; collect, synthesize and analyze a wide variety of information; formulate, interpret and explain laws, policies and procedures; evaluate and present verbal and written conclusions on a wide variety of public policy issues; prepare clear and concise narrative and statistical reports; communicate effectively orally and in writing, recognizing and responding to complex and sensitive problems; facilitate intergroup communication and gain concurrence through cooperation; establish and maintain effective working relationships with, and represent the department before, City and County officials, managers and staff, community groups and the public.

ADOPTED: 3-18-91

4176c

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS) CODE: 1838

CLASS TITLE: ADMINISTRATIVE ASSISTANT, HEALTH SERVICE SYSTEM

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, acts as principal assistant to the Executive Director, Health Service System: carries out administrative policies and executive orders as formulated by the Health Service Board and the Executive Director: and performs related duties as required.

Requires major responsibility for: Coordinating and developing overall administrative policies and methods relative to fiscal procedures and management matters: achieving economies through careful analysis and review of Health Service System policies: preparing and reviewing important financial, budgetary and personnel records and reports.

EXAMPLES OF DUTIES:

1. Confers with management officials regarding the implementation of administrative policies as formulated by the Health Service Board.
2. Interprets departmantal rules, regulations and policies to employees and insures that they are properly carried out.
3. Prepares and compiles departmental budget to include fiscal procedures and appropriation and funding procedures: prepares complex statistical reports concerning Health Service System funding to all city departments.
4. Reviews medical rolls, plan payments, cash receipts and deposits and warrant requests to insure their accuracy, completeness and logical presentation.
5. Serves as the personnel officer and timeroll supervisor for the Health Service System: acts as Executive Director in his absence: has the authority to sign all documents.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in public or business administration, accounting or finance.

Requires six years of progressively responsible experience in municipal finance and accounting, including experience in management and organizational problems at a responsible supervisory level: or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: The principles and techniques of fiscal accounting, organizational management and personnel administration: the organization and operation of the Health Service System and the laws and regulations governing budgeting and administering processes.

Requires considerable ability to: Plan, assign and supervise the activities of subordinate personnel, analyze and evaluate administrative problems, complex financial statements, records and reports and make logical conclusions and recommendations therefrom: deal effectively and courteously with departmental personnel, the general public and outside agencies.

Requires considerable skill in the application of accounting and administrative practices and techniques to practical operational problems.

PROMOTIVE LINES:

To be determined.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: WATER CONSERVATION ADMINISTRATOR CODE: 1839

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, develops and administers the Water Department's water conservation program, including the identification, evaluation, and public promotion of conservation measures; coordinates and directs all activities related to water conservation with department staff, customers, community groups, industry, builders, developers, and other public agencies; negotiates and coordinates a comprehensive water conservation plan between the City and County and suburban water resale agencies; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class is responsible for the development and administration of a water conservation program. This position differs from other management and administrative positions in the water department in that it requires special expertise in the technical aspects of water use and conservation, and in the development and management of water conservation programs.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Develops, plans and administers all phases of the water conservation program including identification, evaluation and implementation of measures and practices essential to the efficient use of water by industry, commerical customers, and suburban resale agencies.
2. Develops and recommends a comprehensive program of water conservation procedures and policies within the Water Department.
3. Negotiates a comprehensive and coordinated program to effect types and levels of conservation measures with and among smaller suburban purchasers; provides technical assistance to these resale agencies in program design to achieve conservation goals.
4. Administers and evaluates water management programs, i.e., leak detection, meter calibration and replacement and corrosion control.
5. Develops and implements public information and educational programs to promote the efficient use of water for a wide variety of customer groups including residential, industrial, commercial, public agency groups and school districts.
6. Develops drought contingency plans for San Francisco and participates in development of system-wide plans for water allocations in times of shortages.
7. Evaluates local and regional wastewater reuse opportunities and provides support where appropriate; identifies potential purchasers and sources and develops cost criteria.
8. Reviews environmental reports and statements; directs studies and prepares reports on water conservation measures and designs public information brochures.
9. Represents the Water Department at meetings of governing boards and commissions of the suburban resale agencies; provides testimony and participates in water conservation committees at the state level including other professional water associations.

CLASS TITLE: WATER CONSERVATION ADMINISTRATOR CODE: 1839

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9).

Knowledge, Abilities, and Skills: Comprehensive knowledge of the principles and practices applied to the planning and management of the conservation and efficient use of water resources.

Working knowlege of the principles, practices and methods of water distribution; statistical techniques; California State Water Codes and related laws; and of program implementation.

Skill in public relations and ability to speak effectively in public before diverse groups including boards, commissions, citizens' groups and student groups.

Ability to conduct negotiations of agreements and understandings between a large number of independent organizations having conflicting priorities and needs.

License: A valid California driver's license may be required.

ADOPTED: 1-8-87

#0147b

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: JUNIOR MANAGEMENT ASSISTANT **JOB CODE: 1840**
Business Unit: COMMN

Definition: Under supervision, the Junior Management Assistant, performs general administrative and/or management functions with rotating assignments. The essential functions of the job include: performing administrative and/or management functions in the areas of operations, budget, contract/grant development, and/or office management/support services; assisting in the preparation of fiscal reports; assisting in developing, managing, and implementing a competitive bid process; managing offices and coordinating clerical and technical support activities; preparing agenda items, attending department meetings, and/or making presentations; gathering, compiling and analyzing data, and preparing reports; assisting in developing and recommending changes to rules, regulations, policies, and procedures; assisting in the analyses of programs, proposals and projects. This class may supervise and evaluate clerical and technical support staff.

Distinguishing Features: The 1840 Junior Management Assistant is the entry-level class in the Management Assistant Series. The 1840 Junior Management Assistant is distinguished from the 1842 Management Assistant in that the latter performs more difficult and responsible tasks than those assigned to incumbents in this job code.

Supervision Exercised: May supervise clerical and technical staff.

Examples of Important and Essential Duties:
According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Performs administrative and/or management functions in the areas of operations, budget, contract/grant development and/or office management/support services by planning, coordinating, supervising and/or evaluating the activities of assigned staff in order to accomplish departmental goals.

2. Assists in the preparation of fiscal reports by monitoring expenditures and maintaining budget within the organizational goals and projections; reconciling accounts, performing financial analysis, gathering information, and preparing reports in order to ensure compliance with City and departmental policies, rules and regulations.

3. Assists in developing, managing and implementing a competitive bid process by identifying needs, establishing contractual relationships, preparing requests for proposals, consulting with compliance officers in monitoring contracts and/or agreements, reviewing and amending contract documents prepared by contractors/vendors to verify specifications meet departmental requirements.

4. Manages office and coordinates clerical & technical support activities by assigning and evaluating a variety of clerical/administrative functions, such as, data processing, inventory control, distributing or reproducing reports, performing personnel, purchasing & billing functions, invoices, statements, coordinating building security and maintenance, and facilities management.

5. Prepares agenda items, attends department meetings, and/or makes presentations at various types of business meetings, including commission(s) meetings, inter-agency meetings or contract negotiations meetings on behalf of the department. May assist in scheduling of some of those meetings.

6. May supervise and evaluate clerical and technical support staff by delegating and reviewing work assignments, counseling and assisting on performance evaluations, and coordinating duties to ensure that procedures, policies and regulations are followed.

7. Gathers, compiles, analyze data and prepares reports using database programs, spreadsheets, various word processing applications, and statistical techniques to conduct surveys, needs assessments, evaluation reports, compile and analyze statistical data, conduct web pages research, and prepare reports for program evaluation.

8. Assists in the development and recommends changes to rules, regulations, policies and procedures by proposing and reviewing provisions and evaluating the effect of proposed regulations, laws, etc., on specific or general personnel, budgeting and other management or administrative functions.

9. Assists in the analyses of programs, proposals & projects by researching and reviewing related information either manually and/or electronically, reviewing documentation, interviewing experts, reading abstracts, prioritizes tasks and guidelines in order to accurately relay information to department supervisors.

10. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications:
Knowledge of: Technical methodology, principles, techniques, procedures, and regulations utilized in the management and administration of budget, contract, leases, agreements and grants.

Ability to: apply techniques, methods, procedures, principles, and regulations; use system applications in a network environment; gather and analyze information; communicate verbally and in writing; and understand and apply human relations principles.

Experience and Training Guidelines:
Training: Possession of a baccalaureate degree from an accredited college or university with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field to specific department program or function.

Substitution: Professional administrative/management experience in the functional areas of budget, contract, and office management; or other related operations area may be substituted for up to two (2) years of the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience.)

ADOPTED: 11/2/61
AMENDED: 5/26/00

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: RATE ADMINISTRATOR CODE: 1841

CHARACTERISTICS OF THE CLASS:

Under general administrative direction is responsible for the Water Department's Rate Administration Section; the calculation of revenue requirements for San Francisco and suburban customers, the preparation of studies and analyses of water use, the planning and analysis of rate projections, budget forecasting and preparation; the monitoring and reconciliation of actual and projected expenditures; and performs related duties as required.

DISTINGUISHING FEATURES:

The position reports to the Water Department General Manager, and is the primary departmental authority on the rate administration. Develops water rate proposals, advises and interprets rate agreements to PUC, departmental representatives, other public officials, and citizens groups.

EXAMPLES OF DUTIES:

1. Assigns, directs and reviews the work of rate administration staff in the calculation of revenue requirements, preparation of cost of service analyses, water use and projection studies and other related activities.
2. Assures the city's compliance with the rate agreements between the city and suburban customers; advises on and interprets agreement provisions both to city and PUC officials as well as suburban representatives and groups.
3. Works with outside consultants, PUC managers and analysts to coordinate data, time schedules and cost projections for research and engineering projects which affect rate setting procedures.
4. Prepares departmental reports on water rates, utility costs, budget justifications and other related areas for the General Manager; performs final budget analysis on department budget, making recommendations to the General Manager on impact of budget on water rates.
5. Represents the department and makes presentations to official committees, the Board of Supervisors, elected officials of other communities and the general public on water rate matters.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university education, with a major in business administration, economics or other related field.

Requires six years progressively responsible experience in financial analyses and/or budget administration including at least two years experience in utility rate analysi

Knowledge, Abilities and Skills: Requires thorough knowledge of: methods and procedures of utility rate setting; departmental policies on rate setting and structures laws and regulations governing utility rate setting; principles and techniques of financial and budgetary analysis and economic objectives of utility rate setting.

CLASS TITLE: RATE ADMINISTRATOR CODE: 1841

MINIMUM QUALIFICATIONS: (Cont.)

Requires considerable ability to: supervise subordinate staff; analyze and collect cost of service data, develop rate setting proposals; communicate effectively orally and in writing departmental policies and methodologies regarding rate setting methods; develop and maintain effective working relationships with representatives of other agencies, public officials and representatives of consumer groups.

Requires considerable skill in analyzing complex financial and economic data, preparing complex reports and in making oral presentations before legislative bodies and consumer groups.

ADOPTED: May 14, 1984

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: MANAGEMENT ASSISTANT **JOB CODE: 1842**
Business Unit: COMMN

Definition: Under general supervision, the Management Assistant performs professional-level administrative and/or management duties in a variety of functional areas, such as: office/operations management; budget development, administration and fiscal reporting; development and administration of contractual agreements and grants; and evaluation and development of management policies and procedures, including evaluation of impact of existing and proposed legislation.

Distinguishing Features: Class 1842 Management Assistant is distinguished from Class 1844 Senior Management Assistant in that the latter performs duties of a more difficult and complex nature. Class 1842 Management Assistant is distinguished from Class 1840 Junior Management Assistant in that the latter is an entry level class performing less difficult and complex duties with no supervision of professional staff.

Supervision Exercised: Depending on assignment, may supervise assigned clerical, technical and subordinate professional staff.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Manages or assists in management of the resources and staffing of an office, section, operation or program; monitors available budget and maximizes use of existing staff and resources for office, program or section; recommends changes in staffing and/or acquisition of equipment/materials; oversees various staffing and personnel-related functions; oversees purchasing, billing and inventory control; coordinates building security, maintenance and utilization of space.
2. Manages or assists in management of the functions of an office, section, operation or program; plans, prioritizes and schedules workload, delegating specific tasks as necessary to subordinate staff; coordinates and oversees clerical and technical support activities; monitors productivity and evaluates outcomes; compiles and produces a variety of status reports for management; ensures compliance with established departmental policies, procedures and goals as well as legal requirements and regulatory mandates.
3. Supervises or assists in supervising the work of assigned staff; plans, assigns, directs and reviews work; monitors and evaluates performance of subordinate personnel; completes performance appraisals and counsels employees; fosters cooperation and teamwork amongst staff; provides training and aids in staff development.
4. Coordinates or assists in coordinating work and/or planning functions with other offices, programs or sections to meet established goals and objectives; acts as liaison and promotes good working relationships with other offices, programs, sections and departments; addresses or assists in addressing issues relevant to assigned office, program or section with departmental personnel, representatives of other departments and outside agencies, and members of the public; arranges meetings and assists in development of agenda; participates in department meetings, including making presentations; may represent department at meetings and hearings on specific issues.
5. Performs and/or assists management in a variety of research and reporting functions; identifies issues; consults with departmental personnel and other individuals/experts; evaluates proposals, information and documentation from a wide variety of sources; conducts surveys and needs assessment; gathers, compiles and analyzes statistical and other data; writes reports and prepares documentation for evaluation by management and/or administrative staff; presents reports and data, including formal presentations to groups.
6. Assists in development of policies, procedures and work practices of an office, program, operation or section; reviews and evaluates existing policies, procedures and work practices; consults with managers, administrators and other staff; reviews and evaluates the effect of proposed and existing legislation, regulations and law on organizational structure and operations; assists in development and implementation of changes to policies and procedures in compliance with overall City/departmental policies and goals.
7. Assists in budget development, resource planning, and fiscal reporting; assesses staff and resource needs of office, program, section based on research and consultation with managers and administrative staff; assists in review of budget requests from departmental managers; assists in development of annual departmental budget; monitors revenues and/or expenditures and reconciles accounts; assists in fiscal/financial analysis; gathers information and writes or assists in writing reports related to budget, fiscal, resource and staffing issues.

8. Assists in development, implementation and administration of competitive bid processes and contractual agreements; assists in the development of language and specifications; prepares or assists in preparing contractual documents; assists in preparation of requests for proposals and bid solicitation; consults with departmental staff to ensure that departmental requirements are accurately described; assists in evaluation of bid information provided by contractors/vendors; assists in establishment and maintenance of contractual relationships; assists in monitoring and enforcement of legal agreements to ensure compliance.
9. Assists in the monitoring and oversight of grants received by department; prepares or assists in preparing grant proposals; reviews funding limitations and other requirements specified by grantor; assists in monitoring departmental expenditures to ensure funding limitations are not exceeded; assists in monitoring other criteria to ensure compliance with standards required by grantor.
10. Performs related duties as assigned.

Job Related and Essential Qualifications:
Knowledge of: the principles, procedures and legal standards utilized in a variety of management and administrative functions such as supervision and/or management of an office, program, operation or section or facility; budget planning and development; financial/fiscal monitoring and reporting activities; evaluation and development of management policies and procedures; evaluation of existing and proposed legislation and regulatory mandates; development and administration of competitive bid processes and contractual agreements; and grant oversight and monitoring.

Ability to: identify, gather and evaluate information from a variety of sources; formulate logical conclusions and develop effective courses of action and/or recommendations; use computer applications, including e-mail, word processing, spreadsheets, databases and the internet to prepare correspondence, reports and other documentation, extract and process information and create and maintain records; prepare clear, accurate and well-organized reports, memos, and correspondence; speak clearly and concisely in order to effectively express ideas and communicate work-related information to a variety of individuals and groups; listen, ask appropriate questions and effectively elicit information; establish and maintain effective working relationships with staff, officials and the general public; respect right of privacy and exercise discretion; interpret and apply established management and supervisory principles, policies and procedures; plan, assign, train, direct and monitor the work of assigned staff; evaluate performance and counsel employees; effectively utilize existing staff and resources; plan and direct the functions of a program, office or section; prioritize and organize multiple assignments and projects; exercise sound judgement and appropriately refer issues to managers/administrators; coordinate work and functions with other offices, programs or sections; ensure compliance with established policies and procedures; and facilitate attainment of established goals and objectives.

Experience and Training Guidelines: Possession of a Baccalaureate degree from an accredited college or university with major coursework in public or business administration, accounting, finance, economics, social sciences, education or related fields, or other subject areas closely related to a specific departmental program or function; **AND** one year of experience performing professional-level management and/or administrative duties in functional areas such as: office/operations management, budget development and/or administration, development and administration of contractual agreements and/or grants, or other closely related functional areas. Experience in Class 1840 Junior Management Assistant will be considered qualifying.
Substitution: Applicants who possess an Associate degree, or who have completed a minimum of 60 semester/90 quarter units, from an accredited college or university may substitute additional qualifying experience as described above for up to two years of the required education. One year (2000 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units. However, a minimum of 18 semester/27 quarter units of completed course work must be in college-level academic areas related to the essential functions of Class 1842, which include composition, mathematics, and critical thinking.

Effective Date: October 5, 1961

Amended: March 2, 2001

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSOCIATE COORDINATOR, COMMISSION ON THE STATUS OF WOMEN CODE: 1843

CHARACTERISTICS OF THE CLASS:

Under direction, performs difficult and responsible administrative work for the Commission on the Status of Women; assists in the planning, coordination and implementation of agency programs and projects; supervises the recruitment, training and assignment of staff, volunteers and internes; prepares and maintains records, reports, informational brochures, documents and reference material; represents the department as directed before groups, organizations and official bodies; and performs related duties as required.

DISTINGUISHING FEATURES:

The class of Associate Coordinator is a single-position class reporting to the Coordinator, who functions as the department head for all staff activities of the Commission on the Status of Women. Within guidelines established by the Coordinator, the Associate Coordinator is expected to develop solutions to a variety of both technical administrative and work program problems. As indicated above, this employee will be responsible for the supervision, training and evaluation of staff, volunteers and internes. The advocacy of Commission policies under the direction of the Coordinator requires good verbal and interpersonal skills.

EXAMPLES OF DUTIES:

1. Serves as the principal staff assistant to the Coordinator, Commission on the Status of Women in the planning, development and implementation of Commission activities; provides staff assistance for the committees of the Commission, including locating and providing both technical material and expertise; takes independent initiative in developing recommendations and solutions to a wide variety of administrative and program problems.
2. Supervises, trains and evaluates regular staff, temporary employees, volunteers and internes; develops recruitment and skills bank resources as they are related to agency activities; makes recommendations relating to the staff needs of the agency as well as sources of funds for personnel.
3. Meets with minority groups, women's rights organizations and volunteer groups; relates to the issues presented at such meetings and brings back to the Coordinator and the Commission the concerns of such groups in serving the interests of all women.
4. As directed, makes public appearances before community groups, schools, universities, workshops, conferences, the media and interested organizations to explain and discuss Commission policies and programs; initiates and coordinates conferences dealing with the equality of men and women.
5. Supervises the preparation of, or prepares, memoranda, letters, reports, records and other documents relating to the administrative operations of the department; provides statistical and narrative reports with recommendations regarding agency programs and policies; provides technical assistance for grant applications to individuals and groups who are writing proposals to promote the equality of women; develops public relations material related to Commission programs.
6. Develops an evaluation structure to measure the effectiveness of Commission programs; makes recommendations regarding program changes in order to increase effectiveness.

CLASS TITLE: ASSOCIATE COORDINATOR, COMMISSION ON THE STATUS OF WOMEN CODE: 1843

7. Reviews federal, state and local legislation affecting the mission and activities of the agency; consults with representatives of other departments and agencies regarding the impact of legislative action and prepares memoranda and reports thereon.

8. May supervise the preparation of the budget and grant applications as directed by the Coordinator; may review and monitor the expenditure of funds to insure compliance with legal and program guidelines and requirements; submits fiscal and other reports as required, and directed; assists in the preparation of the annual departmental report.

MINIMUM QUALIFICATIONS:

Training and Experience: College level course work in public administration, communications, management, psychology and the social sciences is preferred, but not required.

Requires four years of progressively responsible administrative experience in the planning, coordination and implementation of community programs involving extensive interpersonal relations, community work or public relations. Volunteer experience will be accepted for credit only if such experience was in a significant role of an established organization and is supported by evidence presented by the applicant.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The barriers which limit women's full participation in society; women's issues, including employment discrimination, child care, housing and lack of representation in appointed and elected governmental positions; public information techniques; practices and objectivies of intergroup relations work; significant federal, state and local legislation related to equality of men and women.

Requires ability to: Plan, organize, supervise and promote programs and activities of the Commission; assign, schedule and review the work of subordinate employees; develop constructive work relationships with members of the community mutually concerned with women's rights issues.

Requires skill in: speaking effectively and writing clearly and concisely; dealing with individuals and groups of various backgrounds; preparing a variety of records and reports for administrative use and publication.

PROMOTIVE LINES:

To : To be determined

From: Original entrance examination

NEW CLASS

Adopted: 8/4/75

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: SENIOR MANAGEMENT ASSISTANT **JOB CODE: 1844**
Business Unit: COMMN, MTA, SFCCD, SFUSD

Definition: Under direction, the Senior Management Assistant performs difficult and complex professional level administrative and/or management duties in a variety of functional areas, such as: office/operations management; budget development, administration and fiscal reporting; development and administration of contractual agreements, leases and grants; evaluation and development of management policies and procedures; management of department specific programs and functions. Performs related duties as assigned.

Distinguishing Features: Class 1844 Senior Management Assistant is the highest level in the management assistant series. It is distinguished from the next lower class, 1842 Management Assistant, in that its assignments are of a more difficult and complex nature.

Supervision Exercised: Depending on assignment, may supervise assigned clerical, technical and subordinate professional staff.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Manages the resources and staffing of an office, section, operation or program: monitors available budget and maximizes use of existing staff and resources; recommends changes in staffing and/or acquisition of equipment/materials; oversees various staffing and personnel-related functions; oversees purchasing, billing and inventory control; coordinates building security, maintenance and utilization of space.
2. Manages the functions of an office, section, operation or program: plans, prioritizes and schedules workload, delegating specific tasks as necessary to subordinate staff ; coordinates and oversees clerical & technical support activities; monitors productivity and evaluates outcomes; compiles and produces a variety of status reports for management; ensures compliance with established departmental policies, procedures and goals, as well as legal requirements and regulatory mandates.
3. Supervises the work of assigned staff: plans, assigns, directs and reviews work; monitors and evaluates performance of subordinate personnel; completes performance appraisals and counsels employees; provides training and aids in staff development; fosters cooperation and teamwork amongst staff.
4. Coordinates work and/or planning functions with other offices, programs, agencies, contractors, departments and members of the public to meet established goals and objectives: acts as liaison and promotes good working relationships with other offices, programs, agencies, contractors, departments and members of the public; addresses issues relevant to assigned office, program, operation or section with departmental personnel, representatives of other departments and outside agencies, and members of the public, including resolution of problems and complaints; arranges meetings, develops agenda and conducts meetings as needed; participates in department meetings, including making presentations; may represent department at meetings and hearings.
5. Performs a variety of research and reporting functions: identifies issues; consults with departmental personnel and other individuals/experts; evaluates information and documentation from a wide variety of sources; conducts surveys and needs assessment; gathers, compiles and analyzes statistical and other data; writes reports and prepares documentation for evaluation by management and/or administrative staff; presents reports and data, including formal presentations to groups.
6. Develops and/or recommends policies, procedures and work practices for an office, program, operation or section: reviews and evaluates existing policies, procedures and work practices; consults with managers, administrators and other staff; views and evaluates the effect of proposed and existing legislation, regulations and law on organizational structure and operations; develops/recommends and implements changes to policies and procedures in compliance with overall City/departmental policies and goals.
7. Performs or assists in budget development, resource planning, and fiscal reporting: assesses staff and resource needs of office, program, operation or section based on research and consultation with managers and administrative staff; reviews budget requests from departmental managers; assists in development of annual departmental budget; monitors revenues and/or expenditures; performs fiscal/financial analysis; gathers information and prepares reports related to budget, fiscal, resource and staffing issues.
8. Develops and administers contractual agreements: develops language and specifications; prepares contractual documents; prepares requests for proposals and bid solicitation; consults with departmental staff to ensure that departmental requirements are accurately described; evaluates bid information provided by contractors/vendors; establishes and maintains contractual relationships; monitors legal agreements to ensure ongoing compliance.

9. Monitors and oversees grants received and/or disbursed by department: when overseeing grants received by department, prepares grant proposals, reviews funding limitations and other requirements specified by grantor, monitors departmental expenditures to ensure funding limitations are not exceeded, monitors other criteria to ensure compliance with standards required by grantor; when overseeing grants awarded and disbursed by department, determines fund for specific grant categories, drafts grant guidelines and eligibility requirements, reviews grant applications for compliance with guidelines/requirements, creates and leads panels that make recommendations for grant awards, may provide technical assistance to grantees to assure ongoing compliance with terms of grant.

Job Related and Essential Qualifications:
Knowledge of: principles, procedures, protocols, legal standards and regulations utilized in a variety of management and administrative functions such as: management and/or supervision of an office, program, operation, section or facility; budget planning and development; financial/fiscal monitoring and reporting activities; evaluation and development of management policies and procedures; evaluation of existing and proposed legislation, legal standards & regulatory mandates; development and administration of contractual agreements; grant oversight and monitoring.
Ability to: interpret and apply established management and supervisory principles, policies and procedures; plan, assign, train, direct and monitor the work of assigned staff; evaluate performance and counsel employees; effectively utilize existing staff and resources; direct, monitor and evaluate the functions, staffing and resources of a program, office or section, including projection of staffing and material needs; develop and/or make recommendations for operational methods, policies and procedures, including implementation of changes and evaluation of impact; prioritize and organize multiple assignments and projects for self and others; exercise sound judgement and appropriately refer issues to managers; coordinate work and functions with other offices, programs or sections; ensure compliance with established policies and procedures; facilitate attainment of established goals and objectives; identify, gather and evaluate information from a variety of sources; formulate logical conclusions and develop effective courses of action and/or recommendations; use computer applications, including e-mail, word processing, spreadsheets, databases and the internet to prepare correspondence, reports and other documentation, extract and process information and create and maintain records; prepare clear, accurate and well-organized reports, memos, and correspondence; speak clearly and concisely in order to effectively express ideas and communicate work-related information to a variety of individuals and groups; listen, ask appropriate questions and effectively elicit information; establish and maintain effective working relationships with staff, officials and the general public.

Education and Experience Guidelines:
1. Possession of a baccalaureate degree from an accredited college or university with major coursework in public or business administration, accounting, finance, economics, social sciences, education or related fields, or other subject areas closely related to a specific departmental program or function; **AND**
2a. Three years experience performing professional-level management and/or administrative duties in functional areas such as: program/office/operations management, budget development and/or administration, development and administration of contractual agreements and/or grants, or other closely related functional areas; or
2b. Two years experience in Class 1842 Management Assistant or Class 1822 Administrative Analyst.

Substitution: Applicants who possess an associate degree, or who have completed a minimum of 60 semester/90 quarter units, from an accredited college or university may substitute additional qualifying experience as described in #2a above for up to two years of the required education. The completed college course work must include at least 18 semester/27 quarter units in college-level academic areas related to the essential functions of Class 1844, including composition, mathematics, and critical thinking. One year (2000 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units.

Effective Date: January 4, 1962

Amended: October 29, 1999; December 27, 2002

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

DEPARTMENT OF
HUMAN
RESOURCES
CITY & COUNTY OF SAN FRANCISCO
Andrea R. Gourdine, Human Resources Director

NOTICE OF FINAL ACTION TAKEN BY THE HUMAN RESOURCES DIRECTOR

Date: January 9, 2003

Re: **Notice of Proposed Classification Actions - N016-02/03 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective December 27, 2002.

Andrea R. Gourdine
Human Resources Director

by: Marsha Stroope
Marsha Stroope
Deputy Director, Merit System Services

cc: All Departmental Personnel Officers
Citywide distribution
Kate Favetti, CSC
Harvey Rose, Budget Analyst
Janet Bosnich, ERD
Donna Marchuk, ERD
Janet Rogers, ERD
Geoff Rothman, ERD
Carmela Villasica, ERD
Vernon Nulph, DHR
Linda Cosico, DHR
MSS Team Leader
DHR Support Services
File

NOTICE OF PROPOSED CLASSIFICATION ACTIONS
BY THE HUMAN RESOURCES DIRECTOR

Notice No.: N016-02/03
Posting Date: 12/20/02

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

ITEM #	**AMEND THE FOLLOWING JOB SPECIFICATION:** (Draft job specification attached.)
622-02/03	1844 Senior Management Assistant

For additional information regarding the preceding proposed action, please contact Karen Taylor, 557-4872.

Requests to meet on an item should be addressed to the Human Resources Director, 44 Gough Street, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. **FAX'd copies will be accepted as timely with original to follow.**

Copies of this notice may be obtained from the Information Center, 1st floor, 44 Gough Street.

cc: All Employee Organizations
Citywide distribution
Kate Favetti, CSC
Harvey Rose, Budget Analyst
Janet Bosnich, ERD
Donna Marchuk, ERD
Janet Rogers, ERD
Geoff Rothman, ERD
Carmela Villasica, ERD
Vernon Nulph, DHR
Linda Cosico, DHR
MSS Team Leaders
DHR Support Services
File

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE ASSISTANT, MAYOR'S OFFICE CODE: 1846

CHARACTERISTICS OF THE CLASS:

Under general direction of the Executive Secretary, performs research on a wide variety of subjects and prepares written reports and recommendations in connection therewith; analyzes particular problem areas of administrative departments; assists the Mayor's staff in developing administrative policies and practices; performs such duties of the Executive Secretary as are delegated to him by the Executive Secretary; and performs related duties as required.

Requires responsibility for: interpreting existing policies of the Mayor to the Board of Supervisors and administrative boards and commissions; and conducting special investigations and studies relative to the administration of the Mayor's Office.

EXAMPLES OF DUTIES:

1. Acts as liaison between the Mayor and the Board of Supervisors and other administrative boards and commissions; interprets policy and decisions of Mayor to the various boards and commissions while obtaining from them information helpful to the Mayor in the development of policies and programs.
2. Assists the Executive Secretary to the Mayor in maintaining a continuous contact with city departments for the purpose of counseling them and attempting to resolve their problems and complaints.
3. Supervises and participates in investigations and research designed to assist the Mayor in developing administrative policies and programs; conducts special studies to determine the effectiveness of policy decisions; prepares written reports on results of such investigations.
4. Handles all the routine mail of the Executive Secretary; performs other duties of the Executive Secretary as requested by him.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in personnel, public relations, business or public administration or closely related fields.

Requires six years of administrative and executive experience in governmental operations and public relations work or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: municipal operations, laws, policies and regulations particularly as they apply to the operations of the chief executive's office; public relations techniques and methods and their application to complex public relations problems; modern office management and administrative methods and procedures.

Requires ability to: assist in carrying out a wide variety of public relations activities; deal tactfully and effectively with administrative officials, the general public, professional and technical persons and employees.

ADOPTED: 10/29/64

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE AIDE TO THE MAYOR'S OFFICE CODE: 1847

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the operations of the City Demonstration Agency; advises program monitors on various activities; supervises clerical personnel; provides technical assistance to operating agencies and neighborhood facility centers sponsored by the City Demonstration Agency; and performs related duties as required.

DISTINGUISHING FEATURES:

The Executive Aide, Mayor's Office is a one position classification in the City Demonstration Agency reporting directly to the Director of Administration, City Demonstration Agency. This position is distinguished by its responsibility for directing and coordinating the operations of the City Demonstration Agency including providing technical assistance and advice to public service agencies and neighborhood facility centers.

EXAMPLES OF DUTIES:

1. Advises Program Monitors on various activities; supervises clerical personnel in the City Demonstration Agency.
2. Directs and coordinates the purchasing of all equipment, supplies and necessary materials for operating agencies; coordinates with the City Purchasing Department and the City and County warehouse, the necessary documentation for internal inventory control cards; assists in the annual inventory of the agency and all operating agencies.
3. Supervises the maintenance of the agency personnel files and records; acts as liaison to the Civil Service Department regarding personnel matters; reviews and evaluates operating agency personnel manuals to determine compliance with Dept. of Housing and Urban Development requirements.
4. Coordinates with the Mayor's Office of Employment and Training CETA positions assigned to the agency and neighborhood operating agencies; directs the maintenance of personnel file records for CETA employees.
5. Coordinates the purchasing of all vehicles for all operating agencies including the purchase of gas and oil through the City Central Shops as well as maintenance of owned vehicles; reconciles on a monthly basis Central Shops gas, oil and maintenance charges; notifies City Demonstration Agency fiscal department as well as operating agency accounts to the charges incurred during the month; coordinates the transfer of funds by work order to Controller's Office for the purchase of services.
6. Coordinates and assists the operating agency in the closing down of project facilities as Model City projects are discontinued.
7. Prepares letters and information sent to operating agencies relative to revising and/or updating information and requirements per HUD or City directives; assists operating agencies in re-writing or updating personnel manuals, employment procedures consistent with the Civil Service policy and practices.
8. Advises rehabilitation monitors as to code compliance requirements of the Riley and Field Act, City and federal guidelines applicable to the renovation of neighborhood child care centers.

CLASS TITLE: EXECUTIVE AIDE TO THE MAYOR'S OFFICE CODE: 1847

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a 4 year college or university with a baccalaureate degree. Requires at least 7 years of administrative, executive, management or public relations experience in private business, governmental operations or political organizations; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires wide knowledge of: principles, practices, purposes and scope of Community Development funded programs; fiscal, social and economic conditions of the city; federal, state and local laws, statutes and codes as they apply to the program; personnel administration; principles, practices and techniques of budgeting, organizing, administration and management, purchasing and financial administration.

Requires ability to: plan, organize and direct the work of subordinates; analyze, review and make recommendations on the progress of the program; establish and maintain cooperative relations with the public, neighborhood agencies, governmental agencies and interested community groups; prepare and present reports and recommendations concisely, logically and convincingly.

AMENDED: 6-5-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: ADMINISTRATIVE AIDE, MAYOR'S OFFICE CODE: 1848

CHARACTERISTICS OF THE CLASS

Under general direction, serves as an official representative of the Mayor at a variety of business and social functions and meetings; performs research on a wide variety of special projects and prepares written reports and recommendations in connection therewith; analyzes proposed and existing projects and programs; coordinates programs and projects with other governmental agencies, City departments, community organizations and interested individuals; performs administrative duties delegated by the Executive Secretary; and performs related duties as required.

Requires responsibility for: Carrying out, explaining, interpreting and coordinating existing policies and methods in connection with the research, discussion and analysis of programs and projects; making important contacts with governmental officials, local, State and Federal legislators, private businesses and organizations, neighborhood groups and private citizens for the purpose of exchanging information or explaining policies and projects; compiling and analyzing letters, reports, records and other data relative to assigned projects, and the submission of reports containing recommendations thereon; prepares drafts of correspondence concerning assigned projects.

EXAMPLES OF DUTIES:

1. As assigned, serves as the official representative of the Mayor or his administrative staff in meetings with City departmental personnel, members of the Board of Supervisors, regional, State and Federal legislators and agencies, neighborhood and community groups, and organizations and private citizens; in this connection, may be assigned to work with the Deputy for Development or the Deputy for Social Programs on specific projects.

2. Investigates complaints relating to the administration of the affairs of the City and County, pursuant to the provisions of Charter Section 25 which specifies the powers of the duties of the Mayor; submits investigative findings with recommendations for action to the Mayor or his Executive Secretary; prepares correspondence to complainants informing them of findings and remedial action when appropriate; may assist in the preparation of informational material to be distributed to the news media.

3. Serves as administrative assistant to the Executive Secretary to the Mayor; performs research on a wide variety of assigned projects, programs and topics; prepares written reports summarizing data and makes recommendations thereon.

4. Receives correspondence relating to assigned projects, programs and community affairs; evaluates suggestions and comments from the public and drafts replies for the Mayor's signature; analyzes and summarizes responses from the public and prepares reports containing recommendations on courses of action.

5. Serves as coordinator on assigned subjects for the Mayor's Office between City departments in the planning and implementation of Federal grant projects, proposals and programs.

6. May supervise subordinate personnel in the preparation of narrative, statistical and graphic reports; as assigned, speaks before community organizations and governmental agencies.

CLASS TITLE: ADMINISTRATIVE AIDE, MAYOR'S OFFICE CODE: 1848

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree.

Requires at least two years of administrative, executive, management or public relations experience in private business, governmental operations, or political organizations; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: Municipal laws, policies and regulations particularly as they apply to the operations of the Mayor's Office; regional, State and Federal laws, structures and procedures affecting the operations of City and County government; the type, structure and activities of community and neighborhood groups; public information techniques and methods and their application to complex public relations problems; administrative methods and procedures.

Requires ability to: Deal tactfully and effectively with departmental representatives, other governmental officials, community organizations and the general public; review and analyze data for making proper evaluations and recommendations; prepare reports and recommendations concisely, logically and convincingly; speak effectively before groups.

Adopted: July 22, 1968

Amended: May 5, 1969

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SPECIAL ASSISTANT FOR MODEL NEIGHBORHOODS CODE: 1849

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, has primary responsibility for the coordination of the federally assisted Model Neighborhood Program; reviews and monitors program projects and activities for compliance with federal-city contracts governing Model City funds; serves as a special assistant on the Mayor's staff in establishing and maintaining a liaison with Model Neighborhood agencies, interested citizens, neighborhood organizations and governmental agencies; establishes and maintains schedules for the execution of programs; makes public appearances to explain and discuss program activities; prepares memoranda and reports with recommendations; performs related duties as required.

Requires responsibility for: Serving as a principal assistant to the Mayor in developing and coordinating Model Neighborhood program activities for the City and County; making regular high level personal contacts as a representative of the Mayor and his staff in dealing with responsible representatives of local, city, state and federal agencies and departments; meeting with individual citizens and community organizations concerned with Model Neighborhood activities; analyzing and evaluating reports, publications, documents, surveys and other data relative to program activities; preparing reports on program progress.

EXAMPLES OF DUTIES:

1. Serves as a special assistant in the Office of the Mayor in coordinating City participation in the federally assisted Model Neighborhoods Program; coordinates the fulfilling of the terms of the federal grant approved by the Department of Housing and Urban Development for a comprehensive Model City Program for designated model neighborhoods; assists in the development of broad goals and policies.
2. Reviews and monitors the expenditures of Model City funds to insure compliance with contract provisions and established federal guidelines; submits reports as required by the contractual agreement; makes special audits as required.
3. Establishes and maintains close liaison with authorized Model Neighborhood agencies and their staff, interested citizens, neighborhood organizations, City departmental personnel, local, regional, state and federal agencies; develops and promotes effective working relations between the City government and community groups and organizations.
4. Makes public appearances before governmental bodies and agencies, neighborhood groups and interested organizations to explain and discuss program activities.
5. Prepares memoranda and reports, with recommendations when indicated, on program activities; takes independent iniative in developing instructional guidelines and procedural memoranda to maintain efficient and effective progress of the City participation in the Model Neighborhoods Program.
6. Analyzes, reviews and evaluates the initial Model Neighborhoods Program to determine the feasibility of applying this concept on a City-wide basis: In this connection, prepares detailed and complex analytical reports for review by the Mayor, Board of Supervisors, and interested groups and individuals.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of college or university with a baccalaureate degree.

Requires extensive responsible experience in dealing with community renewal or development projects, including responsible program development and coordination, or an equivalent combination of training and experience.

CLASS TITLE: SPECIAL ASSISTANT FOR MODEL NEIGHBORHOODS CODE: 1849

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: Overall physical, social and economical conditions in the City, and the overall aims of the urban renewal and housing programs; the Master Plan of San Francisco; governmental agencies in the City and County and the interrelationship of their respective authority and responsibility.

Requires considerable ability to: Provide effective assistance to the Mayor's staff in coordinating Model Neighborhoods in the City; analyze, review and make recommendations on the progress of the program; establish and maintain cooperative relations with the general public, other neighborhood agencies, governmental agencies and interested community neighborhood groups; prepare, review and present clear and concise reports and speak effectively.

ADOPTED: 11/18/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR EDP AUDITOR CODE: 1850

CHARACTERISTICS OF THE CLASS:

Under direction, conducts a wide variety of EDP audits, including difficult and complex ones, in order to evaluate security and control conditions in mainframe, mini and micro computer environments; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are located in the Internal Audits Division of the Controller's Office and are responsible for conducting EDP audits which requires specialized knowledge in EDP auditing. It is distinguished from positions in the financial auditing series by the former's specialized responsiblity for reviewing and evaluating the development, production, controls and secuity of EDP systems. It is distinguished from positions in the Systems Analyst series by the latter's responsibility for performing the in-depth design of application systems while the former is responsible for reviewing and enforcing EDP audit standards and procedures with a City-wide overview.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Conducts audits of EDP environments, including the most complex ones, by testing for compliance to established policies, professional standards and legal requirements.
2. Performs audit tests on the controls of existing production application systems.
3. Periodically monitors critical application system controls via review of systems software exception reports.
4. Performs technical reviews of operating systems, data bases, telecommunications networks, access control software, system utilities and file maintenance software.
5. Participates on project steering committees for new systems under development to ensure proper and adequate controls.
6. Conducts audits of the contingency and disaster recovery plans for both centralized and decentralized data centers.
7. Participates in entrance and exit conferences with management and subordinate EDP staff of department being audited.
8. Provides training and application system development support for non-EDP audit staff; provides support, as requested, for external EDP auditors.
9. Prepares and presents EDP audit findings and recommendations.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

CLASS TITLE: SENIOR EDP AUDITOR CODE: 1850

QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Knowledge of: the principles and techniques of EDP auditing; the principles of system development methodology; project planning and control; internal and external auditing techniques and standards; requirements for EDP vendor contracts; a wide variety of approaches, operational methods, and control techniques and mechanisms for micro, mini and mainframe data processing environments.

Ability to: analyze and evaluate EDP risks/exposures and draw sound conclusions and recommendations; promote a positive EDP audit philosophy with auditees; deal effectively and courteously with departmental management and subordinate EDP staff; prepare clear and concise reports for senior management.

ADOPTED: 1-8-90

#4094c

(AMENDED)
(ABOLISHES: 1526 CONFIDENTIAL SECRETARY TO MAYOR)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONFIDENTIAL SECRETARY TO MAYOR CODE: 1851

CHARACTERISTICS OF THE CLASS:

Subject to executive approval, serves as Confidential Secretary and as chief assistant to the Mayor in carrying out the executive and administrative duties of the Mayor's Office; serves as a principal policy advisor and confers on all major issues affecting the activities and operations of the Mayor's Office; performs highly responsible and sensitive public relations work; serves in a high level liaison capacity in meetings with public and private organizations and individuals; prepares major statements, declarations, proclamations and reports for the Mayor; supervises and coordinates subordinate administrative staff; and performs related duties as required.

Requires major responsibility for: Advising, interpreting, coordinating and executing administrative policies and procedures relating to the activities and operations of the Mayor's Office; making continuous contacts with all levels of public officials, administrators, newsmen, representatives of various groups, and private citizens to explain and interpret policies and programs; preparing, reviewing and recommending official policy statements; gathering and analyzing a variety of data and information; preparing important memoranda, records and reports.

EXAMPLES OF DUTIES:

1. Serves as Confidential Secretary to the Mayor; performs complex, important and sensitive administrative assignments; assists in the preparation of the annual budget message; participates in the formulation and compiling of the Workable Program; advises on all matters affecting the Mayor's daily schedule; confers with city departmental administrators to obtain, analyze, and clarify information needed for the preparation of memoranda, reports and statements and the formulation of policies; reviews municipal, state and federal legislative proposals of concern to the operation of the Mayor's Office.

2. Serves as a principal policy advisor to the Mayor on all major issues affecting the activities and operations of the office; in this connection, consults with the Executive Secretary on policy matters; conducts research and provides advisory memoranda on vital public matters; meets with members of the Board of Supervisors and principal city officials and administrators in the formulation of city policies and the development of programs.

3. Performs responsible and sensitive public relations work concerning all types and levels of issues affecting the activities and operations of the Mayor's Office; prepares, coordinates and disseminates all public statements, declarations, reports, and proclamations for the Mayor and for members of his staff; drafts the annual "State of the City" address; drafts policy statements for the Mayor for submission to the Board of Supervisors, to other agencies of municipal government and regional, state, and federal authorities and departments; gives information and issues releases to the press, television, radio, magazines and other communications media; interprets, explains, amplifies, and promulgates statements, policies, programs and activities of the Mayor's Office on a twenty-four hour a day basis; may arrange and coordinate press activities in connection with arrivals and departures of visiting dignitaries and other newsworthy individuals and groups.

4. Maintains effective contact with important public officials on all governmental levels; carries out continuous liaison with key personnel of agencies and departments concerned with law enforcement and protective services; travels with the Mayor on out-of-town trips relative to highly important matters affecting city government; serves in a key liaison capacity at meetings with community, civic, and business groups, organizations and associations; furnishes and exchanges information and explains policies and procedures regarding matters of mutual concern

CLASS TITLE: CONFIDENTIAL SECRETARY TO MAYOR CODE: 1851

EXAMPLES OF DUTIES - Continued

5. Supervises and coordinates the work of subordinate administrative staff; reviews all policy correspondence to and from the Mayor's Office; supervises and participates in important assignments as directed by the Mayor or the Executive Secretary; initiates, directs and reviews a wide variety of staff assignments and projects; supervises the investigation and reporting of complaints brought to the attention of the Mayor that involves important and critical implications relative to the operations of the Mayor's Office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, with major course work in public or business administration or closely related fields.

Requires six years of progressively responsible administrative and office experience, preferably including experience in public relations and municipal government activities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Public relations and office administration techniques and procedures; municipal government operations.

Requires unusual ability to: Meet and deal effectively and courteosuly with the general public, other departmental officials and representatives of various civic and business organizations; reviews and analyzes a variety of problems and projects and prepares sound written and oral reports and recommendations on such problems.

PROMOTIVE LINES:

To : No normal lines of promotion - class exempt from examination

ADOPTED: May 25, 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CAPITAL PROGRAM MANAGER CODE: 1852

CHARACTERISTICS OF THE CLASS:

Under general administrative direction of the Capital Improvement Advisory Committee, administers the capital program for the City and County; functions as the executive director/secretary of the committee and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class serves in a dual staff capacity to the Department of City Planning and the Capital Improvement Advisory Committee on matters pertaining to capital budgeting and programming. The incumbent in this position has full responsibility for the preparation and submission of the annual capital budget for all City departments.

EXAMPLE OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs and coordinates the preparation of the annual six year capital expenditure plan for all departments and funds; reviews prior year plan for each department; iniitates modifications to project schedules as required.
2. Coordinates the preparation or modification of project cost estimates for the annual capital budget.
3. Reviews departmental project priorities for the capital budget; based on departmental priorities, prepares recommended project priority schedules for all departments and funds for review and comment by the Capital Improvement Advisory Committee (CIAC).
4. Maintains control over the entry of all project data for the capital budget.
5. Reviews capital budget requests with representatives of the Mayor's Office and the Budget Analyst's Office of the Board of Supervisors as recommended by the CIAC; presents capital budget to the Finance Committee of the Board.
6. Following action on the annual budget by the Board of Supervisors, prepares the annual six-year capital expenditure plan for the CIAC; prepares bond program, fiscal summaries of the plan and other related materials.
7. Monitors the condition of capital assets under the Condition Monitoring Program; monitors capital appropriations and expenditures.
8. Reviews all supplemental appropriation request for capital projects and prepares a CIAC recommendation on each request for the Mayor and the Board of Supervisors; reviews bond projects proposed for submission to the electorate; prepares special reports relative to capital projects.
9. Addresses City agencies, media or other groups on capital issues.
10. Maintains all file materials on the six-year capital expenditure plan, supplemental appropriations and other related capital items.

CLASS TITLE: CAPITAL PROGRAM MANAGER CODE: 1852

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of: budgetary procedures and fiscal operations; departmental operations, finance and management.

Considerable ability to: manage the preparation of capital program documents; evaluate building improvements and modifications; present information on capital issues clearly and concisely; work effectively with government officials, departmental personnel, community representatives, news media and the public.

ADOPTED: 12/1/86
0084b

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONTROL CLERK, EDP CODE: 1853

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of specialized clerical duties in the electronic data processing division: collects and arranges input information, data cards, or tapes submitted to the division for computer processing; logs incoming and outgoing work; checks and balances work completed by the computers; prepares run sheets from programmers' procedure manuals; and performs related duties as required.

DISTINGUISHING FEATURES:

The work of the Control Clerk EDP, involves the more complex clerical procedures characteristic of the computer control function. It requires a good working knowledge of programmers' procedure manuals, of material needed by computer operators for processing jobs, and the techniques for effective review and approval of work produced by the computer.

EXAMPLES OF DUTIES:

1. Receives work submitted to an electronic data processing office for processing; makes appropriate entries in the daily log; prepares run sheets from procedure manuals; assembles materials required for computer runs; receives output from computer for checking, verification, and balancing; dispatches approved, finished work to City departments.
2. May operate such off-line equipment as key punch, comptometer, and/or bursting and decollating machines.
3. May be assigned full control responsibilities for EDP input of one or more designated City departments.
4. Collects statistical data for reports as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including, or supplemented by, business courses or completion of a business school course in computer operations; one year's experience in clerical control work in an electronic data processing office, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a knowledge of modern office methods; a working knowledge of the principles of magnetic tape and punch card electronic data processing systems and programmers' procedures manuals.

Requires ability to: Read and work from flow charts; perform routine mathematical computations; do detailed verification of computer output with a high degree of accuracy; follow oral, written, and coded instructions; work harmoniously with others; assume minimal supervisory responsibilities.

Some skill in operating one or more of such items of off-line equipment as key punch, comptometer, bursting and decollating machines is desirable though not required.

PROMOTIVE LINES:

To : 1855 Senior Control Clerk, EDP

From: 1404 Clerk

ADOPTED: April 6, 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: MINI-PARK PROGRAM COORDINATOR CODE: 1854

CHARACTERISTICS OF THE CLASS:

Under general administrative direction: Coordinates plans and programs relating to Federally Funded Mini-Park and Urban Beautification projects; prepares complex program applications and amendments; coordinates interdepartmental activities in program development and implementation; makes program presentations before governmental, civic and neighborhood groups; makes recommendations on sites for new Mini-Parks; provides guidance, technical assistance and review for work in progress; and performs related duties as required.

Requires responsibility for: Coordinating, developing, recommending, explaining and interpreting the plans, programs and policies relating to City participation in Mini-Park and Urban Beautification projects; represents the Mayor in dealing with responsible representatives of City departments, regional, State and Federal agencies and private groups and organizations in the community; analyzing, evaluating and reporting on program plans and progress; requires independent responsibility for the preparation of important applications, records and reports.

EXAMPLES OF DUTIES:

1. Coordinates plans and programs relating to Federally Funded Mini-Park and Urban Beautification projects; maintains liaison with the Department of Housing and Urban Development, and Bureau of Outdoor Recreation, Department of the Interior; advises the Mayor on existing and new programs.

2. Prepares complex applications for program grants approved by the Board of Supervisors; initiates and prepares programs and contractual amendments as required; coordinates the processing of documents between the appropriate Federal and State agencies and City departments; monitors program development and the submission of required documents in compliance with established regulations.

3. Coordinates interdepartmental participation in the development and implementation of the Mini-Park Program, including the Mayor's office, Recreation and Park Department, Department of Public Works, Department of City Planning, Real Estate Department, the Controller, and the City Attorney.

4. Represents the Mayor at meetings of City, regional, State and Federal agencies and organizations; presents Mini-Park and Urban Beautification programs to the City Planning Commission, the Recreation and Park Commission, the Art Commission, the Board of Supervisors and its committees; plans, seeks out and encourages neighborhood participation in projects, particularly in relation to design proposals.

5. Recommends sites appropriate for Mini-Park development to the Mayor, the Director of Planning and the General Manager, Recreation and Park Department.

6. Provides guidance, technical assistance and review for work in progress; advises field supervisors regarding personnel development and on-the-job training programs.

7. Evaluates projects in progress and recommends amendments to improve program effectiveness; prepares important records and reports in the coordination of all phases of the program.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires the completion of a four-year college or university with a baccalaureate degree with major course work in business administration, law, public administration, political science or planning, or a closely related field.

(NEW CLASS)

CLASS TITLE: MINI-PARK PROGRAM COORDINATOR CODE: 1854

MINIMUM QUALIFICATIONS: (contd)

Requires one year experience in an administrative capacity, preferably including or supplemented by two years experience in performing professional level City or regional planning work.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: Federal, State and City legislation and policy in the Mini-Park and Urban Beautification programs; the principles, practices and purpose of park planning in an urban area; administrative methods and procedures.

Requires considerable ability to: Coordinate program activities with important representatives of City departments, and State and Federal agencies; make difficult analytical evaluations of program progress; speak effectively and write clear and concise reports; deal tactfully and effectively with officials of involved government agencies, and representatives of the general public.

ADOPTED: 11/7/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR CONTROL CLERK, EDP CODE: 1855

CHARACTERISTICS OF THE CLASS:

Under general supervision, supervises and participates in the work of a control section of a data processing center; coordinates and reviews the work of subordinate personnel to ensure compliance with established control procedures; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in class 1855 Senior Control Clerk, EDP act as the first level supervisor responsible for the accuracy, completeness and timeliness of control work assigned to a small group of subordinates. Positions in this class may also be assigned to city departments performing fulltime, highly complex and responsible control duties. Senior Control Clerks must possess sufficient knowledge of computer operations to facilitate coordination between the control and operations functions as well as a thorough working knowledge of control procedures for the processing cycle of a wide variety of jobs.

EXAMPLES OF DUTIES:

1. Allocates work to be processed to subordinate personnel; reviews and ensures that work is verified, balanced and complete before forwarding to an operations section for processing or to user departments after processing; maintains appropriate records.
2. Maintains close contact with user departments to provide efficient service; insures that documentation is up to date and that testing can be accomodated with the operations section to coordinate scheduling of work to be processed.
3. Reads documentation and flow charts to assure proper job set up; assists in making documentation and job control language modifications as directed; recommends change and/or new forms and procedures to improve the flow of work through the control operation; assembles data, prepares and submits reports as required.
4. Meets periodically with EDP managerial personnel for the resolution of operational problems.
5. May perform the duties of subordinate positions in the absence of incumbents.
6. Evaluates performance of subordinate personnel and explains and enforces rules and regulations of the computer center.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by computer-oriented courses at an accredited business school, and at least two years of experience in a control section serving a large computer complex, including at least six months in a supervisory capacity. Additional qualifying experience may be substituted for the computer-oriented courses on a year for year basis up to two years; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good working knowledge of: Control functions relating to the processing of work into and out of a large data processing center; procedures such as payroll, sick leave and retirement that are routinely processed by the center; and techniques of personnel training and supervision.

CLASS TITLE: SENIOR CONTROL CLERK, EDP CODE: 1855

MINIMUM QUALIFICATIONS: (continued)

Requires the ability to: Direct the work of others; schedule work for the most efficient use of available personnel and equipment; operate a variety of off-line equipment; recognize machine and/or human errors, trace them to their source, and ensure that necessary corrections are made; prepare clear, concise reports as required.

PROMOTIVE LINES:

TO: 1858 Control Supervisor, EDP

FROM: 1853 Control Clerk, EDP

ADOPTED: 4-6-70

AMENDED: 2-5-79

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT CONTROL SUPERVISOR, EDP CODE: 1856

CHARACTERISTICS OF THE CLASS:

Under direction, assists in supervising the personnel and activities of one or more control sections supporting a medium to large electronic data processing operation; coordinates the work flow, deadlines, and other procedural controls with programmers, computer room managers, and department representatives; exercise immediate supervision over control personnel, verifying and evaluating control section work output, expediting jobs through the control operation; and performs related duties as required.

DISTINGUISHING FEATURES:

The work of the Assistant Control Supervisor, EDP, involves a supervisory responsibility for the flow of work through the control and supporting off-line equipment sections of the electronic data processing office. It requires an extensive knowledge of all policies and procedures affecting the operation of the administrative function of a medium to large electronic data processing complex. Workers in this class require sufficient knowledge of computer operation to ensure effective coordination between the control and the operations sections.

EXAMPLES OF DUTIES:

1. Assists in the scheduling of daily input of payroll and other information from all City departments; ensures that it is verified and balanced for accuracy prior to and after processing through the computer; authorizes the print-out of employees' pay warrants in the absence of the Control Supervisor.
2. Maintains close contact with City departments; schedules data input in such a way as to ensure maximum effective utilization of computer personnel and equipment; may be assigned sole responsibility for the scheduling of jobs from designated departments.
3. Designs and/or updates forms and procedures for the most expeditious movement of work through the control operation; assists in the conduct of time studies on the flow of work through the EDP Division as required.
4. Assists in the coordination of the flow of all work from EDP operations into and out of the computer room with the computer room manager.
5. Contacts manufacturers' representatives to secure emergency service on installed equipment.
6. Meets periodically with EDP managerial personnel for the resolution of operational problems; submits memoranda and reports as required.
7. May perform the duties of subordinate positions in the absence of incumbents.
8. Evaluates performance of subordinate personnel as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by computer-oriented courses at an accredited business school, plus at least two years of experience in a control section serving a large computer complex, including at least six months in a supervisory capacity. Additional qualifying experience may be substituted for required education on a year-for-year basis up to two years; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a working knowledge of control functions relating to the processing of work into and out of the EDP Division, the San Francisco municipal organizational structure, the principles and techniques of program planning, City payroll, sick leave, retirement, and compensation rules and

CLASS TITLE: ASSISTANT CONTROL SUPERVISOR, EDP CODE: 1856

MINIMUM QUALIFICATIONS:

Knowledge, Abilities and Skills - Continued

procedures, employee training and supervision, all equipment used by control personnel, management, and personnel administration techniques.

Requires the ability to: Direct the work of others; schedule work for the most efficient use of available personnel and equipment; operate a variety of off-line equipment; recognize machine and/or human errors, trace them to their source, and ensure that necessary corrections are made; prepare clear, concise reports as required.

PROMOTIVE LINES:

To : 1858 Control Supervisor, EDP

From: 1855 Senior Control Clerk, EDP

ADOPTED: April 6, 1970

CLASS TITLE: CONTROL SUPERVISOR, EDP CODE: 1858

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises the personnel and activities of one or more control sections supporting a medium to large electronic data processing installation or control and data entry sections in a small to medium electronic data processing installation; coordinates and expedites work flow, meeting of deadlines and other procedural aspects with programmers, operations sections and user departments; reviews, evaluates, and verifies the work of subordinates; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in class 1858 Control Supervisor are responsible for the completion of work assigned to control and data entry sections, as determined by the size of the data processing center. They assist in determining work priorities and establish of modify schedules as required. Incumbents may also be assigned control work of the highest complexity to be completed under minimal supervision. Positions in this class are distinguished from the highest level in this series, computer operations support supervisor in that incumbents are not responsible for final staffing determinations nor do they have final authority in determining control processing priorities. Positions are further distinguished from the next lower rank, 1855 Senior Control Clerk by level of contacts with user departments and data processing center managerial staff and in small to medium centers by the assignment of total responsibility for control and data entry sections of the data processing center.

EXAMPLES OF DUTIES:

1. Supervises and directs, through subordinate personnel, the daily activities of several control sections or control and data entry sections.
2. Coordinates and expedites the flow of work through the control or control and data entry sections by means of regular liaison with operations sections and user departments; makes adjustments in work flow schedules as required.
3. Develops and maintains documentation and related forms for control procedures for routine and non-routine jobs; works closely with documentation control during other assignments to assure uniformity of procedures; and provides related training for subordinates
4. Maintains close contact with programmers in order to make job control language changes when required.
5. Prepares statistical reports, memoranda and general reports pertaining to the control or control and data entry sections supervised.
6. May be assigned responsibility for the control and coordination of extremely complex and essential records such as the master appropriation ledger.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by computer-oriented courses at an accredited business school, or college plus at least four years of experience in a control section serving a large computer complex, including at least one year in a supervisory capacity; or an equivalent combination of training and experience.

CLASS TITLE: CONTROL SUPERVISOR, EDP CODE: 1858

MINIMUM QUALIFICATIONS:

Knowledge, Abilities and Skills: Requires a thorough knowledge of: all control functions relating to the processing of work into and out of a large EDP installation; all equipment used by control and data entry personnel; and management and personnel administration techniques.

Requires good knowledge of the function of operations and program sections of the EDP center and security practices as they operate throughout the center.

Requires ability to: Plan and direct the work of others; schedule work for optimum use of personnel and equipment; read flow charts and related documentation; prepare reports; and deal effectively with all sections of the data processing center and user departments.

PROMOTIVE LINES:

TO: 1860 Computer Operations Support Supervisor

FROM: 1855 Senior Control Clerk

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT TO THE DIRECTOR OF INFORMATION CODE: 1859

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the Director of Information in the preparation of publicity and informational material released by the Mayor's Office; assists in advising the Mayor on the public impact of policies and programs developed by this office; gathers information and writes and edits public statements, declarations, reports and news releases concerning the activities of the Mayor's Office; and performs related duties as required.

DISTINGUISHING FEATURES:

The employee in this single-position classification works under the direction of the Director of Information in the preparation of information to be disseminated by the Mayor's office to City departments, public or private agencies, and the general public. This employee also acts as the liaison between the Mayor's office and law enforcement and protective service agencies and departments.

EXAMPLES OF DUTIES:

1. Assists in the development of a comprehensive program to inform the public of the activities and objectives of the Mayor's Office; investigates, writes and edits informational statements concerning the activities and operations of the Mayor's Office.

2. Assists in the preparation of policy statements for submission to legislative and government bodies; reviews legislative proposals affecting the operation of the Mayor's Office and advises the Mayor on their effects.

3. Interprets, explains, amplifies and disseminates statements on the policies, and programs of the Mayor's Office on a twenty-four hour a day basis.

4. Confers with City department heads to obtain, analyze and clarify information needed for the preparation of memoranda, reports and the formulation of policies; meets with members of the Board of Supervisors on the development of city-wide policies and programs.

5. Analyzes public understanding and acceptance of the Mayor's programs and determines the need for further publication and dissemination of information; may address various civic groups on the programs and services of the Mayor's Office and other City departments.

6. Assists in preparing the annual "State of the City" address.

7. Issues releases to the press, television, radio, magazines, trade publications, and other communications media regarding the activities of the Mayor's Office.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree in journalism or a closely related field.

Requires at least four years of experience in public information work including the collection and dissemination of public information or an equivalent combination of training and experience.

CLASS TITLE: ASSISTANT TO THE DIRECTOR OF INFORMATION (continued) CODE 1859

Knowledge, Abilities and Skills: Requires general knowledge of: the operations, activities, programs, objectives, and operating policies of city departments and the executive and legislative branches of local government.

Requires considerable ability, skill and discriminating judgment in the selection of the proper medium for the most effective coverage of functions and activities, compiles, edits and analyzes informational material; present ideas and information interestingly and clearly in written and oral form; speak effectively before various groups and organizations; create and maintain harmonious working relations with city departments, outside organizations and the general public.

NEW CLASS

Adopted: 7/19/76

(abolishes 1342 Public Service Assistant Director, Mayor's Office)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COMPUTER OPERATIONS SUPPORT SUPERVISOR CODE: 1860

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, coordinates and directs the multi-shift functions of a large group of control or data entry personnel in a major computer installation; assigns personnel and schedules work flow to insure efficient and cost effective use of personnel and equipment; and performs related duties as required.

DISTINGUISHING FEATURES:

In a large central computer operation, incumbents in this class are responsible for day to day multi-shift data entry control operations, including staffing, production scheduling and coordinating with the operations and programming sections of the center with user departments. Incumbents assist in policy formulation and in establishing and enforcing methods and procedures related to the control and data entry functions. Positions in class 1860 Computer Operations Support Supervisor are distinguished from class 1858 Control Supervisor, in that incumbents in the former determine control and data entry processing priorities and staffing assignments in all but the most exceptional circumstances and coordinate shift activities at a number of sites.

EXAMPLES OF DUTIES:

1. Directs through subordinate supervisory personnel, the functioning of control or data entry operations in a central EDP installation; establishes internal controls to regulate quality and quantity of production; plans and schedules work flows; and establishes priorities for the processing of data.
2. Consults with programmers, computer operations personnel and user departments on the application of control and data entry procedures and the use of key entry equipment; coordinates the work of the control or data entry sections with that of sections in the data processing center.
3. Plans and directs the formal and informal training programs for control and data entry personnel; evaluates the progress and performance of subordinates.
4. Makes recommendations on and evaluates new equipment and control procedures; assists in the compilation of related statistics; and prepares and maintains a variety of operating reports and records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by computer-oriented courses at an accredited institution, plus at least six years of experience in control and data entry sections serving a large computer complex, including at least three years in a supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: control and data entry methods, equipment and procedures; the principles of supervision; the operations of a large data processing center including security practices throughout the center.

CLASS TITLE: COMPUTER OPERATIONS SUPPORT SUPERVISOR CODE: 1860

Requires the ability to: plan and direct the work of a number of control and data entry sections at a variety of sites; schedule work for optimum use of personnel and equipment; prepare narrative and statistical reports; and deal effectively with all sections of the data processing center and user departments.

PROMOTIVE LINES:

TO: To be determined

FROM: Control Supervisor, EDP
Computer Operations Shift Supervisor

ADOPTED: 2-5-79

NEW CLASS

(New Class)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS AND PROCEDURES ANALYST, SPECIAL PROJECT CODE: 1861

CHARACTERISTICS OF THE CLASS:

Under general supervision, as a member of a special project team, performs journeyman level systems analysis in the investigation and review of existing procedures with a view toward their conversion to electronic data processing; performs related duties as required.

A Systems and Procedures Analyst, Special Project, is expected to perform analyses of average difficulty and complexity with considerable latitude for independent action on the less involved aspects of a special project. Completed work is subject to review and more difficult assignments are performed under close supervision.

EXAMPLES OF DUTIES:

1. As a member of a special project team, conducts studies of existing systems of average complexity with a view toward the application of electronic data processing methods and procedures; determines and reports on the feasibility of data processing methods as applied to the process under study.

2. Reviews operations under study on a step-by-step basis to determine work flow, functions performed, and methods used; recommends on the type of data processing application best suited to the process studies; plans the sequence of operations and attempts to discover the most desirable result in terms of quantity, quality, and use to which the data might be applied.

3. Supports recommendations with narrative and with graphic presentations, including flow charts, block diagrams or other means of presenting the result of the study.

4. Provides communication between line departmental personnel and data processing employees; obtains information necessary for the work of programming staff and assists line department personnel in adpating data processing methods and procedures; assists departments with budget planning and preparation in terms of electronic data processing requirements; designs necessary cards and forms for electronic data processing application or for improved manual procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires the ability to learn basic elements of systems analysis, including a provable aptitude for problem solving, logic and analysis; establish and maintain good working relations with line personnel; write and speak effectively; and follow closely detailed oral or written instructions.

ADOPTED: 1/15/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS AND PROCEDURES ANALYST CODE: 1862

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs journeyman level systems analysis in the investigation and review of existing procedures with a view toward their conversion to electronic data processing; performs related duties as required.

A Systems and Procedures Analyst is expected to perform analyses of average difficulty and complexity with considerable latitude for independent action on the less involved projects. Completed work is subject to review and more difficult assignments are performed under close supervision.

EXAMPLES OF DUTIES:

1. Conducts studies of existing systems of average complexity with a view toward the application of electronic data processing methods and procedures; determines and reports on the feasibility of data processing methods as applied to the process under study.

2. Reviews operations under study on a step-by-step basis to determine work flow, functions performed and methods used; recommends on the type of data processing application best suited to the process studied; plans the sequence of operations and attempts to discover the most desirable result in terms of quantity, quality and use to which the data might be applied.

3. Supports recommendations with narrative and with graphic presentations, including flow charts, block diagrams or other means of presenting the result of the study.

4. Provides communication between line departmental personnel and data processing employees; obtains information necessary for the work of programming staff and assists line department personnel in adapting data processing methods and procedures; assists departments with budget planning and preparation in terms of electronic data processing requirements; designs necessary cards and forms for electronic data processing application or for improved manual procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field; or an equivalent combination of training and experience; and successful completion of a course of training as a Programer Analyst Trainee.

Knowledge, Abilities and Skills: Requires the ability to learn basic elements of systems analysis, including a provable aptitude for problem solving, logic and analysis; establish and maintain good working relations with line personnel; write and speak effectively; and follow closely detailed oral or written instructions.

PROMOTIVE LINES:

To : 1864 Senior Systems and Procedures Analyst

From: 1870 Programmer Analyst Trainee

ADOPTED: 11/13/67

(New Class)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR SYSTEMS AND PROCEDURES ANALYST, SPECIAL PROJECT CODE: 1863

CHARACTERISTICS OF THE CLASS:

Under direction, as a member of a special project team, performs the more complex analysis of existing methods and procedures with a view toward the application of electronic data processing methods; reviews and directs the work of subordinate personnel; performs related duties as required.

Employees in this class are expected to perform the most difficult analytical tasks; to supervise the work of subordinates and to make important contacts with departmental personnel on the most complex technical matters.

EXAMPLES OF DUTIES:

1. As a member of a special project team, analyzes, studies, and investigates complex systems with a view toward their conversion to electronic data processing; discusses methods and procedures with line personnel; establishes feasibility of projects and defines optimum results of new programs.

2. Prepares and directs the preparation of detailed reports, both narrative and graphic, depicting the results of the analysis; reviews recommendations of subordinate analysts.

3. Plans, assigns, coordinates and directs the work of subordinate analysts; consults with analysts with regard to proper approach to problems and proper methods of analysis; reviews work in progress and completed work of subordinates.

4. Plans and prepares data processing demonstrations for departmental personnel representatives.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering or some closely related field, or an equivalent combination of training and experience; and two years of experience in systems analysis at journeyman level or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Must have a thorough knowledge of all phases of systems and procedures; the ability to plan and present data processing systems and procedures, orientations, and demonstrations, organize study groups and staff meetings, and provide tutorial advice to analysts.

ADOPTED: 1/15/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR SYSTEMS AND PROCEDURES ANALYST CODE: 1864

CHARACTERISTICS OF THE CLASS:

Under direction, performs the more complex analysis of existing methods and procedures with a view toward the application of electronic data processing methods; reviews and directs the work of Systems and Procedures Analysts and Trainees with a view toward their development; performs related duties as required.

Employees in this class are expected to perform the most difficult analytical tasks; to supervise the work of subordinates and to make important contacts with departmental personnel on the most complex technical matters.

EXAMPLES OF DUTIES:

1. Analyzes, studies, and investigates complex systems with a view toward their conversion to electronic data processing; discusses methods and procedures with line personnel; establishes feasibility of projects and defines optimum results of new programs.
2. Prepares and directs the preparation of detailed reports,both narrative and graphic, depicting the results of the analysis; reviews recommendations of subordinate analysts.
3. Plans, assigns, coordinates and directs the work of subordinate analysts; consults with analysts with regard to proper approach to problems and proper methods of analysis; reviews work in progress and completed work of subordinates.
4. Works toward the development of Systems and Procedure Analyst Trainees; assigns work procedures, consultation and guides on assigned projects; participates in formal training program for trainees; evaluates and recommends on program of trainees.
5. Plans and prepares data processing demonstrations for departmental personnel representatives.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering or some closely related field, or an equivalent combination of training and experience; and two years of experience in systems analysis at journeyman level or some equivalent combination of training and experience.

Knowledge, Abilities and Skills: Must have a thorough knowledge of all phases of systems and procedures; the ability to plan and present data processing systems and procedures, orientations, and demonstrations, organize study groups and staff meetings, and provide tutorial advice to analysts.

PROMOTIVE LINES:

To : 1866 Systems and Procedures Supervisor

From: 1862 Systems and Procedures Analyst

ADOPTED: 11/13/67

(New Class)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS AND PROCEDURES SUPERVISOR, SPECIAL PROJECT CODE: 1865

CHARACTERISTICS OF THE CLASS:

Under general direction, as a member of a special project team, plans, directs and coordinates the activities of a staff engaged in systems analysis of existing methods and procedures with a view toward the application of electronic data processing methods; participates in the more complex studies and performs related duties as required.

Requires responsibility for: development, coordination and execution of policies, methods and procedures related to systems analysis; making regular responsible contacts with line officers and programming personnel in obtaining or furnishing information on the technical aspects of the implementation of electronic data processing methods; directing the preparation of a variety of reports and records and recommending on the suitability and technical application of data processing methods.

EXAMPLES OF DUTIES:

1. As a member of a special project team, plans, directs and reviews the work of a staff of Systems Procedures Analysts engaged in systems analysis of existing methods and procedures with a view toward the application of electronic data processing methods; reviews reports on the feasibility of proposed projects; directs and participates in systems design; recommends on more efficient systems application or on improved manual methods and procedures.

2. Coordinates activities of a Special Project Systems and Procedures Division with those of other divisions and departments; consults with subordinate personnel and with departmental staffs with respect to the feasibility and installation of electronic data processing systems.

3. Promotes the development and advancement of subordinate systems analysts and trainees; participates in and directs both formal and informal training activities.

4. Directs the maintenance of a variety of statistics, operating records and other information relative to the activities of the division; consults with department heads and other operating personnel and recommends on budgetary needs with respect to data processing conversions; directs and participates in the preparation of detailed reports on systems analysis, including flow charts and other graphic, as well as narrative material.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field, or an equivalent combination of training and experience and four years' experience in systems analysis, at least two years of which must have been at the supervisory level, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a complete knowledge of techniques and procedures employed in modern systems analysis, including the process of the flow chart methods and techniques of statistical analysis; requires some knowledge of electronic data processing methods, including computer operating principles and

CLASS TITLE: SYSTEMS AND PROCEDURES SUPERVISOR, SPECIAL PROJECT CODE: 1865

MINIMUM QUALIFICATIONS (Contd)

Knowledge, Abilities and Skills: (Contd)

the utilization and capabilities of electronic data processing equipment.

Requires ability to plan, assign, direct and review the work of a group of Systems and Procedures Analysts assigned to complex and varied problems; deal effectively and courteously with department heads, employees, and representative agencies; apply a creative and imaginative approach to problem solving, training and developing Systems and Procedures Analysts and stimulating their interest in achievement.

ADOPTED: 1/15/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS AND PROCEDURES SUPERVISOR CODE: 1866

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, directs and coordinates the activities of a staff engaged in systems analysis of existing methods and procedures with a view toward the application of electronic data processing methods; participates in the more complex studies and performs related duties as required.

Requires responsibility for: development, coordination and execution of policies, methods and procedures related to systems analysis; making regular responsible contacts with line officers and programming personnel in obtaining or furnishing information on the technical aspects of the implementation of electronic data processing methods; directing the preparation of a variety of reports and records and recommending on the suitability and technical application of data processing methods.

EXAMPLES OF DUTIES:

1. Plans, directs and reviews the work of a staff of systems procedures analysts engaged in systems analysis of existing methods and procedures with a view toward the application of electronic data processing methods; reviews reports on the feasibility of proposed projects; directs and participates in systems design; recommends on more efficient systems application or on improved manual methods and procedures.

2. Coordinates activities of Systems and Procedures Division with those of other divisions and departments; consults with subordinate personnel and with departmental staffs with respect to the feasibility and installation of electronic data processing systems.

3. Promotes the development and advancement of subordinate systems analysts and trainees; participates in and directs both formal and informal training activities.

4. Directs the maintenance of a variety of statistics, operating records and other information relative to the activities of the division; consults with department heads and other operating personnel and recommends on budgetary needs with respect to data processing conversions; directs and participates in the preparation of detailed reports on systems analysis, including flow charts and other graphic, as well as narrative material.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field, or an equivalent combination of training and experience and four years' experience in systems analysis, at least two years of which must have been at the supervisory level, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a complete knowledge of techniques and procedures employed in modern systems analysis, including the process of the flow chart methods and techniques of statistical analysis; requires some knowledge of electronic data processing methods, including computer operating principles and the utilization and capabilities of electronic data processing equipment.

CLASS TITLE: SYSTEMS AND PROCEDURES SUPERVISOR CODE: 1866

MINIMUM QUALIFICATIONS:

Knowledge, Abilities and Skills:(contd)

Requires ability to plan, assign, direct and review the work of a group of systems and procedures analysts assigned to complex and varied problems; deal effectively and courteously with department heads, employees, and representative agencies; apply a creative and imaginative approach to problem solving, training and developing systems and procedures analysts and stimulating their interest in achievement.

PROMOTIVE LINES:

To : 1880 Chief of Systems

From: 1864 Senior Systems and Procedures Analyst

ADOPTED: 11/13/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: TELEPROCESSING TECHNICIAN CODE: 1868

CHARACTERISTICS OF THE CLASS:

Under general supervision, recommends on-site locations for the installation of remote teleprocessing and similar electronic data transmitting devices; coordinates pre-installation requirements with interested agencies; monitors the operation of installed equipment to anticipate and/or identify malfunctions or stoppages; reports findings to supervisor in order to secure required repairs; performs other related duties as required.

EXAMPLES OF DUTIES:

1. Makes routine surveys of previously designated offices to determine optimum on-site locations for remote teleprocessing or electronic data transmitting equipment; designates locations to equipment supplier for installation.
2. Coordinates site preparation for the installation of equipment with department personnel, with building superintendents, telephone company representatives and others as required to insure that utilities and other necessary services will be delivered to the installed equipment.
3. Provides non-technical instruction to terminal user/operators involving procedures to be followed in reducing equipment stoppages or other equipment related problems.
4. Provides continuous, emergency, trouble-shooting service to assigned remote equipment for the purpose of identifying problem sources; reports causes of equipment failure and/or stoppage to the supervisor in order to secure necessary repairs.
5. As authorized within contractual services limitations, runs periodic tests on certain data transmitting equipment to insure uninterrupted, efficient operation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school with at least one year of paid experience as a 1737 Senior EDP Equipment Operator. A certificate of completion from an approved communications or electronics school may be substituted for the one year of required experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: Teleprocessing terminology, the several commonly used terminal-type items of equipment to include their components and characteristics, the basic principles of electronics, computer operation, and software procedures.

Requires ability to: Recognize and identify the common causes of equipment failure and/or stoppages, to follow oral, written, or coded instructions, to work harmoniously with others, to work for extended periods of time without supervision

Requires skill in identifying equipment problems promptly using simple visual checks and/or procedures.

PROMOTIVE LINES:

To : No normal line of promotion

From : 1737 Senior EDP Equipment Operator

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: TECHNICAL INSTRUCTIONAL ASSISTANT, COMPUTER SERVICES MANAGER

CODE: 1869

CHARACTERISTICS OF THE CLASS:

Under general direction, manages and allocates computer resources; installs and modifies system software; analyzes student programs for errors and explains correct and efficient programming techniques; instructs and assists students, faculty and staff in the use of time-sharing and batch computer systems and computer languages including BASIC, FORTRAN, COBOL, ASSEMBLY, RPG II, and PL/I; and related equipment, assists faculty in the designing, writing, testing and documentation of software and instructions for the use of the computer, evaluates new hardware and software, and performs related duties as required.

DISTINGUISHING FEATURES:

This position is responsible for providing computer resources and services to students enrolled in the Computer Studies Program and the Computer and Information Science Program at the Community College District and for instructing faculty and students, including writing and debugging computer programs and analyzing computer outputs for errors. The incumbent of this position must be able to instruct in five computer languages: BASIC, FORTRAN, COBOL, RPG II and PL/I and be able to explain the operation and use of the computer including file handling, system utilities and software packages such as SPSS. Positions in this class are primarily managerial and supervisorial and typically involve full management responsibility for related support or teaching support activities.

EXAMPLES OF DUTIES:

1. Analyzes student and faculty computer output for errors, discusses reasons for changes in programs.
2. Instructs students and faculty in computer languages, including BASIC, FORTRAN, ASSEMBLY, COBOL, RPG II and PL/I.
3. Prepares user handbooks and notices; may be required to design and code administrative applications.
4. Gives orientations, seminars and tours of computer facilities; provides security for computer resources.
5. Schedules use of computer-related equipment and allocates resources such as memory and file space as required and performs minor maintenance on computer related equipment.
6. Performs limited operator duties, such as system backups and mounting tapes.
7. Maintains files and records of computer accounts, system utilization and student activities in labs.
8. Converts computer-assisted instruction (CAI) programs and testing programs, and develops other new software and information retrieval systems.
9. Prepares budget, initiates orders for equipment and supplies.
10. Acts as liaison with vendors and the computer science and computer services departments at City College.
11. Supervises student workers.

CLASS TITLE: TECHNICAL INSTRUCTIONAL ASSISTANT, COMPUTER SERVICES MANAGER

CODE: 1869

DESIRABLE QUALIFICATIONS:

Training and Experience: Completion of a four year college or university with a baccalaureate degree with courses in computer languages including BASIC, FORTRAN, COBOL, ASSEMBLY, RPG II and PL/I and courses in mathematics through calculus and one year of experience as a programmer OR completion of two years of college with courses in computer languages including BASIC, FORTRAN, COBOL, ASSEMBLY, RPG II and PL/I and courses in mathematics through calculus and three years of experience as a programmer or equivalent combination of training and experience. Recent experience in the use of time-sharing and batch.

Knowledge, Abilities and Skills: Requires a knowledge of: programming languages including BASIC, FORTRAN, COBOL, ASSEMBLY, RPG II and PL/I; advanced mathematics preferably through differential calculus.

Requires skill and ability to: communicate effectively and deal patiently with novice computer users, answering questions and helping to solve their technical problems; work under pressure with a large number of people; learn all languages available on the Center's computer and maintain documentation and records; design, code, test, and document programs and information systems.

Note: This class is exempt from examination under the provision of Charter Section 8.300 (a) (2).

ADOPTED: 1-7-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROGRAMMER ANALYST TRAINEE CODE: 1870

CHARACTERISTICS OF THE CLASS:

Under immediate supervision and in the capacity of a trainee, learns and performs basic programming in the conversion of manual and clerical procedures and processes to Electronic Data Processing methods; performs clerical duties incidental to programming activities; attends classes prescribed; and performs related duties as required.

EXAMPLES OF DUTIES:

1. Under immediate supervision, assists in the basic programming functions while receiving instruction and training.
2. Progressively receives more difficult assignments in flow charting, programming and coding.
3. Performs any routine staff duties and incidental clerical work as required.
4. Learns fundamentals of systems analysis and design.
5. May do elementary systems analysis under close supervision.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, statistics of some closely related field; or completion of high school and four years of clerical experience in data processing, machine accounting, accounting-clerical or some closely related activity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a provable aptitude for problem solving, logic, flow charting, computer programming and coding; and the ability to follow oral and written instructions and to maintain harmonious relations with employees and fellow workers.

PROMOTIVE LINES:

To: 1872 Programmer Analyst
1862 Systems & Procedures Analyst

From: Original Entrance Examination

ADOPTED: 2/2/67

AMENDED: 11/13/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT SYSTEMS PROGRAMMER CODE: 1871

CHARACTERISTICS OF THE CLASS:

Under supervision, performs beginning level work in systems programming; assists in installing new software releases; assists in ascertaining causes and correction of problems occurring in the systems software of a medium to large computer complex; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is the entrance level in the Systems Programmer series, requiring programmming experience, but no previous systems programming experience. Incumbents assist journey level systems programmers in work on routine problems originating in on-going software products or new software releases. Through a variety of assignments of increasing complexity and responsiblity, incumbents acquire knowledge, skills and abilities which will prepare them to perform journey level work in the area of systems programming in a medium to large computer complex. Incumbents may occasionally be placed on stand-by for immediate emergency service for the performance of their regular duties.

EXAMPLE OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assists in the analysis and writing of software programs using assembler language.
2. Assists in installing new software releases; tests releases to insure proper functioning and compatability with existing systems.
3. Maintains existing systems; responds to questions from applications and operations personnel; investigates and ascertains the causes of problems in the system.
4. Performs emergency de-bugging on medium-to-large computer systems.
5. Assists in the preparation of procedural manuals for operations and applications programming personnel.
6. Assists in analyzing core storage contents in order to detect or identify software deficiencies in vendor supplied packages, applications codes and machine instructions.
7. Gathers software-produced data to be used in the preparation of reports in connection with system performance.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires a knowledge of: systems programming methods and techniques; the programming languages of a medium to large computer; the analytical and procedural steps to be followed in the construction and testing of executive programs; installed hardware capabilities and limitations.

Requires ability to: write in assembler language and translate application programming requirements into software products; assess the causes of system failures and initiate corrective action; perform core storage dump analysis.

ADOPTED: 2-17-82
AMENDED AND RETITLED: 11-20-89
#4108c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROGRAMMER ANALYST CODE: 1872

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs beginning journeyman level duties in the analysis and programming of a variety of processes and procedures with a view toward their conversion from manual to Electronic Data Processing methods; performs technical functions in the planning, design and implementation of new computer systems and the maintenance of existing systems; and performs related duties as required.

This is the beginning journeyman level of the Programmer Analyst series. It differs from the Programmer Analyst Trainee classification in that employees in this class are expected to perform independently on most aspects of the work; employees in this class will receive close supervision when assigned to tasks of more than average difficulty. The duties of positions in this class emphasize programming rather than systems analysis, although incumbents may be assigned elementary systems analysis.

EXAMPLES OF DUTIES:

1. Designs flow charts, programs, and codes new computer systems and maintains existing systems.
2. Designs cards, forms, tape layouts, and all other documents for proposed systems.
3. Prepares procedural manuals and operating instructions.
4. Assists in instruction and training of Electronic Data Processing Programmer Trainees.
5. Confers with and provides technical advice and assistance to departmental representatives in matters relating to Electronic Data Processing conversion.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field; or an equivalent combination of training and experience; and successful completion of a course of training as a Programmer Analyst Trainee.

Knowledge, Abilities and Skills: Requires a thorough knowledge of programming logic and technique, machine scheduling and form design; requires a good knowledge of the principles and techniques of clerical procedures, punch card processing and program requirements for converting mechanical and clerical processes to Electronic Data Processing methods. Requires the ability to apply the principles of Electronic Data Processing to a variety of operational problems, to gather and analyze data and to prepare clear and concise reports; requires the ability to train Programmer Analyst Trainees and to work closely with departmental representatives in the application of Electronic Data Processing methods to the departmental program.

PROMOTIVE LINES:

To: 1874 Senior Programmer Analyst

From: 1870 Programmer Analyst Trainee

ADOPTED: 2/2/67
AMENDED: 11/13/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SYSTEMS PROGRAMMER CODE: 1873

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in making feasibility studies on new software releases; ascertains causes of and corrects problems occurring in the systems software of a medium to large computer complex; effects improvements in hardware utilization and operational time through the writing of operator aids, utility programs, improved access methods, executive programs, and software monitors; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is the journey level in the systems programmer series. Incumbents work on routine problems originating in on-going program products or in new software releases. Incumbents may occasionally be placed on stand-by for immediate emergency service for the performance of their regular duties.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Writes software programs using assembler or machine language.
2. Assists in customizing new software releases to the City's data processing environment.
3. Develops automatic recovery and back-up procedures for operating systems.
4. Maintains utility programs and software monitors.
5. Performs emergency de-bugging on a variety of computer systems.
6. Assists in the preparation of procedural manuals for operations and application programming personnel.
7. Assists in analyzing core storage contents in order to detect, identify and correct software deficiencies.
8. Gathers and analyzes data on software products to be used in the preparation of reports as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires knowledge of: systems programming methods and techniques including design, interpretation and analysis; the programming languages and operating system modules of a medium to large computer; the analytical and procedural steps to be followed in the construction and testing of monitor and executive programs; installed hardware capabilities and limitations.

Requires ability to: write in advanced assembler language; understand and translate application programming requirements into efficient software products; realize optimum hardware utilization through effective software programming; assess rapidly and accurately the causes of system failures and initiate immediate corrective action.

ADOPTED: May 8, 1972
AMENDED AND RETITLED: 11-20-89
#4109c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR PROGRAMMER ANALYST CODE: 1874

CHARACTERISTICS OF THE CLASS:

Under direction, performs the more complex and difficult analysis and programming in the conversion or adaption of existing processes and procedures from manual to electronic data processing methods; performs technical functions in the planning, programming and coding of the more difficult electronic data processing applications; may exercise work direction over subordinate programming staff; and performs related duties as required.

Requires responsibility for: exercising ingenuity and initiative in the solution of complex problems in the application of electronic data processing methods with only the most general guidelines furnished; requires considerable responsibility for making important contacts with departmental and electronic data processing operational personnel in explaining electronic data processing applications and in furnishing and obtaining technical information; requires responsibility for preparing and directing the preparation of technical records and reports on electronic data processing applications.

EXAMPLES OF DUTIES:

1.. Analyzes, plans and formulates solutions for complex, nonroutine data processing projects.

2. May supervise and provide technical assistance to Programmer Analysts and Programmer Trainees.

3. Prepares detailed computer programs and codes flow chart steps into machine language.

4. Designs input, output and related forms, including card and magnetic tape records, based on existing and proposed manual procedures and machine requirements.

5. Submits completed programs and manuals for approval by supervisor and operating department heads; supervises conversion from manual to machine operations; reviews, evaluates and revises programs and procedures as required for efficient operation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field and two years of experience as a journeyman Programmer Analyst; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Must have a thorough knowledge of all phases of data processing systems analysis, design and programming; knowledge of the principles and techniques of clerical procedures, punch card processing and program requirements for converting complex mechanical and clerical processes to electronic data processing methods; ability to apply electronic data processing methods to a variety of more complex operational problems; ability to gather and analyze data and to prepare clear and concise reports.

PROMOTIVE LINES:

To: 1876 Data Processing Programming & Systems Supervisor

From: 1872 Programmer Analyst

ADOPTED: November 13, 1967.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR SYSTEMS PROGRAMMER CODE: 1875

CHARACTERISTICS OF THE CLASS:

Under direction, performs and may supervise the more complex and difficult systems programming work on a medium to large computer; conducts feasibility studies on new software releases; provides technical guidance to application programmers and computer operators; reviews systems documentation prior to release to other units within the electronic data processing complex; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is the senior level in the systems programmer series. Incumbents perform the more complex and difficult systems programming work and may provide work direction to, or exercise the first level of supervision over a small data processing staff. Incumbents may occasionally be placed on stand-by for immediate emergency service for the performance of their regular duties.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Analyzes and develops solutions to the more technical problems encountered in the use of operating systems and specialized software.
2. Develops techniques for analyzing and evaluating the efficiency of software and assists in the evaluation process.
3. Writes complex software modifications.
4. Trains and instructs systems programmers in the design and evaluation of systems generation programming as used in the City's computer complex.
5. Analyzes core storage contents in order to detect, identify, and correct the more difficult software deficiencies.
6. May provide work direction or supervise a small data processing staff.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires knowledge of: systems programming principles and procedures including planning, design, interpretation and analysis; all phases of executive, utility and software monitor programming; the computer languages used in the City's computer environment.

Requires ability to: develop techniques for evaluating the efficiency and productivity of in-house and vendor software products; diagnose and correct the more complex and difficult problems encountered in systems generation; assemble pertinent data for the preparation of detailed reports relating to the progress of software projects; supervise a small data processing staff.

ADOPTED: May 8, 1972
AMENDED AND RETITLED: 11-20-89

#4110c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DATA PROCESSING PROGRAMMING & SYSTEMS SUPERVISOR CODE: 1876

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for analysis, design, programming and conversion of departmental systems and procedures from manual to data processing methods; plans, organizes and directs subordinate personnel in detailed activities of electronic data processing programming staff; establishes or assists in the establishment of standards for flow charting and programming procedures; performs related duties as required.

Requires responsibility for: explaining, execution and enforcing existing policies, methods and procedures related to data processing; making regular responsible contacts with departmental and machine operating personnel relative to programming activities; directing the preparation of and reviewing a variety of complex operating records and reports on programming and analysis of existing systems for electronic data processing application.

EXAMPLES OF DUTIES:

1. Plans, organizes and directs the detailed activities of an electronic data processing programmer analyst staff.
2. Is responsible for analysis, design, programming and conversion of one or more departmental systems, and for establishing and maintaining appropriate lines of communication with City departments.
3. Advises and assists subordinates in developing schedules, hardware and software analysis, feasibility studies and systems planning.
4. Assists superiors in administrative decisions by reviewing, evaluating and preparing periodic reports on staff performance and established standards.
5. Organizes and establishes instruction and training courses for programmers, trainees, and departmental personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university degree, preferably with major course work in business administration, psychology, philosophy, accounting, mathematics, industrial engineering, or some closely related field and two years of experience as a Senior Programmer Analyst or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Must have a thorough knowledge of all phases of data processing, and related governmental functions, problems and activities; and an ability to work with other supervisors and staff members in coordinating schedules, staffing, and procedural problems, and with representatives of City and County departments in evaluating, presenting and installing systems.

PROMOTIONAL LINES:

To : No normal promotive line

From : Senior Program Analyst

ADOPTED: November 14, 1967

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SUPERVISING SYSTEMS PROGRAMMER CODE: 1877

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, directs, coordinates and supervises the activities of a group of systems programmers whose work encompasses system generation, software production and systems operation; establishes standards for software and hardware utilization; prepares evaluation reports on software products; and performs related duties as required.

DISTINGUISHING FEATURES:

This class is the supervising level in the systems programmer series. Incumbents have overall responsibility for the efficient performance and productivity of in-house and vendor-provided software products used in a data processing unit. Incumbents may occasionally be placed on stand-by for immediate emergency service for the performance of their regular duties.

CLASS TITLE: SUPERVISING SYSTEMS PROGRAMMER CODE: 1877

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, organizes and directs a group of systems programmers engaged in systems generation activities.
2. Supervises modification and computer storage of software to include testing, placement and evaluation.
3. Establishes standards and formulates policy for all phases of the unit's operating systems.
4. Prepares appropriate reports reflecting evaluations of software products and performance and makes recommendations on the purchase of hardware and software products.
5. Adapts software procedures to conform to the requirements of other offices and functions within the data processing system.
6. Designs utility and software monitors.
7. Analyzes core storage contents and makes corrections as needed on the more complex software deficiencies.
8. Prepares reports for written and oral presentation on systems generation, software production, and systems operation.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires knowledge of: all aspects of systems programming methods and procedures; the capabilities and limitations of all installed hardware.

Requires ability to: plan, organize and supervise the work of subordinate staff; work effectively with other data processing supervisory personnel in the course of matching systems generation with program application requirements; incorporate new techniques and equipment into the existing systems; analyze difficult problems arising out of software and other systems and make appropriate modifications to reduce such problems; assemble statistical and other pertinent data into clear and concise evaluation reports and oral presentations.

ADOPTED: May 8, 1972
AMENDED AND RETITLED: 11-20-89

#4111c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: INFORMATION SYSTEMS AUDIT MANAGER CODE: 1878

CHARACTERISTICS OF THE CLASS:

Under general direction, establishes the priorities, direction and scope of the Electronic Data Processing Internal Audit function for the City and County; supervises and participates in the auditing of EDP systems; assesses compliance to established standards, policies and procedures; promotes through department heads the concept of internal control systems for automated processing functions; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position classificataion reports to the Director of Internal Audits of the Controller's Office and has City-wide responsibility for planning, implementing, and participating in the audit of data processing systems. It is distinguished from positions in the Finanacial Auditing series by responsiblity for reviewing and evaluating development, controls and security of EDP systems. It is distinguished from positions in the Systems Analyst series by the latter's responsibility for performing the in-depth design of application systems while the former is responsible for establishing and enforcing EDP audit standards and procedures with a City-wide overview.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, organizes, and directs the development, implementation and operation of EDP auditing policies, control standards, and procedures for major types of data processing functions of the City and County.

2. Supervises and participates in the auditing of EDP environments for compliance to established policies, procedures and legal requirements; evaluates the efficiency and security of data center operations; tests controls of installed production applications; evaluates the systems of internal control for telecommunications network, main-frame system software, and various production data bases.

3. Reviews new EDP applications during their development cycle to assess the adequacy of the system's controls and the project team's adherence to new systems development methodology.

4. Conducts risk assessments and develops necessary work programs to accomplish the defined scope and objectives of all EDP Audit projects.

5. Administers the use, maintenance and modification of the Information Systems Audit section's personal computers and customizes audit software packages to increase the efficiency and effectiveness of the section.

EXAMPLES OF DUTIES: (continued)

6. Provides technical auditing and EDP training for the audit staff; promotes the concept and purpose of the EDP Audit function; advises management City-wide regarding compliance with EDP auditing policies, control standards, and procedures.

7. Prepares EDP audit reports, letters, and opinions of findings and includes recommendataions for the auditees.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles and techniques of EDP Auditing.

Thorough knowledge of: the principles of system development methodology; project planning and control; internal/external auditing techniques and standards; requirements for EDP vendor contracts.

Working knowledge: of a wide variety of approaches, operational methods, and control techniques and mechanisms for micro, mini, and mainframe data processing environments.

Ability to: plan, assign, direct and review the work of professional Information System Auditors; analyze and evaluate EDP risks/exposures and draw sound conclusions and recommendations; promote a positive EDP audit philosophy with auditees; deal effectively and courteously with departmental management and subordinate EDP staff; prepare clear and concise reports for senior management.

ADOPTED: 9/21/87

#2042M

(New Class)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROJECT MANAGER, SPECIAL PROJECT CODE: 1879

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, organizes and directs the activities of a special systems and procedures project in the Electronic Data Processing Division; directs the analysis and design of integrated data processing information systems; directs the preparation of computer programs written in problem oriented languages which may utilize tape and disc files for both batch and on-line processing; and performs related duties as required.

Requires major responsibility for: evaluating existing systems and information requirements; directing analyses to determine the most practical methods of integrating departmental systems into the city-wide information system; directing the general systems design and the technical computer program preparation through the assignment and coordination of Systems Analyst and Computer Programmer efforts; assisting with the development of standards for system study, process and flow charting, block diagramming, programming techniques, and computer operator instructions, program debugging and testing; assisting in the evaluation of new techniques and equipment, including programming languages and aids; working in association with the Chief of Operations to insure compatability of system as between design and operation; frequent contact with top level City officials in exploring electronic data processing potential and in presenting proposals.

EXAMPLES OF DUTIES:

1. As a special Project Manager, plans, assigns, directs, and reviews the work of Systems Analysts engaged in systems design and of computer programmers in the writing of technical computer programs and the maintenance of existing programs .

2. Directs project personnel in the conduct of electronic data processing projects and makes progress reports to departmental officials and to the Director of Systems and Data Processing as required. Confers with department officials and electronic data processing center staff, as necessary, during the course of the project.

3. Assists the Director of Systems and Data Processing in establishing city-wide systems analysis, programming, and systems documentation standards and instructs staff members in their use.

4. In association with the Chief of Operations, directs and controls the updating of assembly, compiler, data sort and merge routines, system input and output control aids; coordinates programming and production staff efforts in the assembling, compiling, debugging, and testing of computer programs.

5. Keeps abreast of current developments in system and data processing and disseminates pertinent information to the central electronic data processing staff and to appropriate City departments; responsible for library control of professional systems and programming manuals.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college with a baccalaureate degree.

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CLASS TITLE: PROJECT MANAGER CODE: 1879

MINIMUM QUALIFICATIONS: (Contd)

Training and Experience: (Contd)

Requires eight years of progressively responsible service in an administrative capacity, including at least four years of systems analysis and programming experience of which a minimum of two years were at the programming supervisory level in a tape-oriented computer system requiring a demonstrated ability to define, develop, and implement systems of relatively complex design.

Additional qualifying experience may be substituted for two years of the required education on a year-for-year basis; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: Systems interviewing techniques; process and flow charting methods; techniques of statistical analysis; programming systems, including languages such as COBOL and FORTRAN; computer operating principles; manufacturers' programming aids; utilization of sequential and random access storage devices; records layout; special on-line system design peculiarities.

Requires considerable ability to: Plan, assign, direct, and review the work of professional analysts and programmers assigned to complex and varied problems; evaluate diverse systems and programming techniques and select that approach which promises to be most effective in a given situation; to remain currently advised of rapidly changing techniques and equipment in a highly complex profession; deal effectively and courteously with City employees of all levels.

Requires ususual skill in: Obtaining the effective cooperation and understanding of such specialized and diverse groups as the professional welfare worker, medical practitioner, police or general government official, and computer programmer; applying a creative and imaginative approach to problem solving; training and developing Systems Analysts and Programmers and stimulating their interest in achievement.

ADOPTED: 1/15/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF OF SYSTEMS CODE: 1880

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, organizes and directs the activities of a major section of the Electronic Data Processing Division; directs the analysis and design of integrated data processing information systems; directs the preparation of computer programs written in problem oriented languages which may utilize tape and disc files for both batch and on-line processing; and performs related duties as required.

Requires major responsibility for: evaluating existing systems and information requirements; directing analyses to determine the most practical method of integrating departmental systems into the city-wide information system; directing the general systems design and the technical computer program preparation through the assignment and coordination of systems analyst and computer programmer efforts; assisting with the development of standards for system study, process and flow charting, block diagramming, programming techniques, and computer operator instructions, program debugging and testing; assisting in the evaluation of new techniques and equipment, including programming languages and aids; working in association with the Chief of Operations to insure compatability of system as between design and operation; frequent contact with top level City officials in exploring electronic data processing potential and in presenting proposals.

EXAMPLES OF DUTIES:

1. Plans, assigns, directs, and reviews the work of systems analysts engaged in systems design and of computer programmers in the writing of technical computer programs and the maintenance of existing programs.

2. Directs project leaders in the conduct of electronic data processing projects and makes progress reports to departmental officials and to the Director of Systems and Data Processing as required. Confers with department officials and electronic data processing center staff as necessary, during the course of the project.

3. Assists the Director of Systems and Data Processing in establishing city-wide systems analysis, programming, and systems documentation standards and instructs staff members in their use.

4. In association with the Chief of Operations, directs and controls the updating of assembly, compiler, data sort and merge routines, system input and output control aids; coordinates programming and production staff efforts in the assembling, compiling, debugging, and testing of computer programs.

5. Keeps abreast of current developments in system and data processing and disseminates pertinent information to the central electronic data processing staff and to appropriate city departments; responsible for library control of professional systems and programming manuals.

6. Develops training programs and estimates staffing requirements in cooperation with the Chief of Administration - Electronic Data Processing.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college with a baccalaureate degree.

Requires eight years of progressively responsible service in an administrative capacity, including at least four years of systems analysis and programming experience of which a minimum of two years were at the programming supervisory level in a tape-oriented computer system requiring a demonstrated ability to define, develop, and implement systems of relatively complex design.

Additional qualifying experience may be substituted for two years of the required education on a year-for-year basis.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: systems interviewing techniques; process and flow charting methods; techniques of statistical analysis; programming systems, including languages such as Cobol and Fortran; computer operating principles; manufacturers' programming aids; utilization of sequential and random access storage devices; records layout; special on-line system design peculiarities.

Requires considerable ability to: plan, assign, direct, and review the work of professional analysts and programmers assigned to complex and varied problems; evaluate diverse systems and programming techniques and select that approach which promises to be most effective in a given situation; to remain currently advised of rapidly changing techniques and equipment in a highly complex profession; deal effectively and courteously with City employees of all levels.

Requires unusual skill in: obtaining the effective co-operation and understanding of such specialized and diverse groups as the professional welfare worker, medical practitioner, police or general government official, and computer programmer; applying a creative and imaginative approach to problem solving; training and developing systems analysts and programmers and stimulating their interest in achievement.

PROMOTIVE LINES:

To: 1882 Director, Systems and Data Processing

From: Positions in this class will be filled by promotive appointment, but because of the recency of the developments in this field, the next lower ranks to this class have not been formalized.

ADOPTED: November 13, 1967.

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR, SYSTEMS AND DATA PROCESSING CODE: 1881

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, directs, and performs responsible and specialized work in the development and operation of a service-wide, fully integrated electronic data processing information system; supervises research and procedural studies for the determination of the effectiveness of existing procedures; applies a technical knowledge of electronic circuitry, mathematics and/or numerical analysis techniques to the solution of technical problems and the conversion of data into language adaptable to computing and auxiliary tabulating equipment; advises City departments on the feasibility of utilizing computer systems for the improvement of their operations; designs work flow plans applying knowledge of management analysis techniques; and performs related duties as required.

Requires considerable responsibility for coordinating, executing, and evaluating established procedures, policies, and methods in the Electronic Data Processing Division. The work entails complex administrative duties, supervision of a large computer operation, frequent daily contacts with management-level representatives of governmental agencies and private corporations on matters pertaining to electronic data processing methods, equipment, and problems, and representing the division in the absence of the Director. Reviews and analyzes existing systems for maximum effectiveness of personnel and equipment; assisting in the evaluation of equipment, personnel, and procedures; maintaining working levels of supplies; preparation of reports and correspondence.

EXAMPLES OF DUTIES:

1. Assists in the planning, organizing, implementation, and control of procedures for the production of a wide variety of accounting and statistical data and reports on electronic computers; analyzes proposed projects in terms of machine capabilities, costs, and man and machine hours to determine the feasibility of their application to electronic data processing; plans and recommends machine modifications or additional equipment for increasing the capacity of the system.
2. Consults with other City and County departments, other governmental agencies and corporations on matters pertaining to electronic data processing; directs the continuing review of existing policies and procedures in order to ensure optimum service to departments and effective utilization of personnel and equipment; participates in evaluating the contribution of electronic data processing operations to current City requirements.
3. Directs the compilation of records and reports concerning production, machine operation, and maintenance; prepares correspondence, memoranda, and special reports; assists in writing specifications for new equipment; evaluates vendor proposals; assists in the selection of new equipment.
4. Assists in the development of budget recommendations for personal services, physical services, equipment, and supplies; monitors budget expenditures to ensure maximum efficiency.
5. Assists in the selection, assignment, and training of personnel; evaluates the performance of subordinate supervisory personnel; recommends modifications of EDP classifications when required.
6. Consults with the Director and subordinate supervisory personnel on organizational, procedural, and work flow plans; reviews, checks, and approves form designs and diagrams; reviews and approves the implementation of complex computer systems and program applications.
7. Acts for the Director in his absence; as assigned, attends a wide variety of important meetings concerning developmental and operational phases of data processing.

CLASS TITLE: ASSISTANT DIRECTOR, SYSTEMS AND DATA PROCESSING CODE: 1881

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a baccalaureate degree, preferably with major course work in accounting, business administration, engineering or mathematics.

Requires eight years of progressively responsible experience in the management of data processing installations, at least five years of which were at the management level in a large governmental or military agency, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: The capabilities, limitations and applications of electronic data processing systems as applied to municipal operations; EDP management methods; principles and techniques of program planning and analysis; machine scheduling; computer and related equipment operation and maintenance; complex record keeping; personnel administration; and employee training and evaluation.

Requires considerable ability to: Work effectively with municipal officials, department representatives, public and private agencies, and with the general public; compile complex reports and statistics; must be able to supervise and review the work of professional and sub-professional systems analysts, programmers and machine operators; evaluate complex procedures for possible adaptability to electronic data processing; and to administer the diverse operations of a large electronic data processing division.

Requires a high degree of skill in analyzing organizational, administrative, and procedural problems and the ability to explain the application of electronic data processing equipment and techniques to the resolution of such problems.

PROMOTIVE LINES:

To : 1822 Director, Systems and Data Processing

From: 1880 Chief of Systems

ADOPTED: April 6, 1970

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, SYSTEMS AND DATA PROCESSING CODE: 1882

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval by the Controller, directs and performs highly responsible and specialized work in connection with the development and implementation of fully integrated service-wide information systems; exercises complete responsibility for the administration and supervision of the City and County central data processing complex.

Is assigned major responsibility for: conception and design of systems which will fully utilize the capacities of all data processing equipment and systems in all activities of City and County government; implementation and operation of these systems; making continuous contacts with City officials and representatives of outside organizations and agencies in connection with the formulation and interpretation of policies and procedures governing the development of data processing systems; continuing co-operation with representatives of State and Federal agencies to ensure fullest participation by the City in the development of integrated state-wide and national information systems; keeping abreast of technical developments in the field and disseminating such information throughout the City and County organization; and providing counsel and guidance to the City authorities so that the full potential of electronic data processing systems may be realized.

EXAMPLES OF DUTIES:

1. Directs the review and analysis of various City and County functions and related information requirements in order to identify those operations and activities which are suitable for the effective application of integrated electronic data processing or other appropriate systems. Directs the analyses of existing systems, methods and procedures governing operations so specified to evaluate their economic feasibility and operational practicability.

2. Obtains the necessary approvals and co-ordinates the priorities and scheduling for programming and implementation of data processing applications with the appropriate City officials on their information systems problems as required. Co-ordinates City and County activities with Federal and State information systems planning.

3. Plans, administers and directs the central data processing facility, including the selection, assignment and training of personnel.

4. Develops budget recommendations which will provide personnel, training, physical facilities, equipment, supplies and services adequate for the efficient functioning of the central data processing complex.

5. Devises and maintains those cost and performance records necessary to facilitate control, scheduling and future planning of data processing operations.

6. Maintains effective contact with educators, specialists and consultants in the field, managers of public and private data processing organizations, and data processing equipment manufacturers and suppliers so as to optimize the utilization of their services, counsel and support in developing data processing services for the City and County.

MINIMUM QUALIFICATIONS:

Training and Experience: Because of the relative newness and dynamic nature of the field, no generally accepted curriculum for data processing management has been established. Governmental and business data processing managers have diverse educational backgrounds such as accounting, business administration, engineering and mathematics.

Requires completion of a four-year college or university with a baccalaureate degree, preferably with major course work in accounting, business administration, engineering or mathematics.

Requires ten years of progressively responsible experience in the management of data processing installations, at least five years of which were obtained in a governmental or military agency; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the potential of electronic data processing systems as applied to governmental and municipal operations; current concepts of data processing equipment utilization in both on-line real time and batch control systems; and data processing management methods, particularly cost and production control, work scheduling and personnel selection, training and evaluation.

Requires considerable ability to deal effectively with City officials within a very complex organizational structure, with public and private agencies and with the general public; to plan, direct and review the work of professional and sub-professional system analysts, programmers and machine operators and to guide their development; to evaluate possibilities for simplification and integration of complex procedures; and to determine and pursue sound courses of action where few, if any, precedents exist.

Requires an unusually high degree of skill in analyzing very complex judicial, organizational, administrative and procedural problems, and very strong persuasive powers with City Personnel at all levels.

ADOPTED: 12/9/65

AMENDED: 11/13/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, BUREAU OF MANAGEMENT INFORMATION SYSTEMS, PUC CODE: 1885

CHARACTERISTICS OF THE CLASS:

Subject to policy determination of the Public Utilities Commission and/or the administrative approval of the General Manager of the Public Utilities Commission, directs and supervises highly responsible and specialized work in connection with the planning, design and implementation of fully integrated information systems; exercises complete responsibility for the administration and supervision of the PUC Bureau of Management Information Systems; and performs related duties as required.

Requires major responsibility for making continuous contacts with PUC and City officials and representatives of outside agencies in evaluating information and data needs, and establishing systems policies and procedures; providing technical liaison contact with State and Federal agencies to ensure fullest participation and support in state and national information system upgrade programs; assessing the information processing needs of the PUC departments and bureaus and establishing a system plan for developing and integrating departmental systems into a PUC-wide information system; directing all activities involved in the project management, design and implementation of management information systems for the PUC; manages through the Chief of Operations the daily operation of the PUC data processing facility; maintaining and understanding and knowledge of current technological developments in the industry and providing counsel to PUC management so that the full potential of electronic data processing systems may be realized in meeting the goals and objectives of the PUC.

EXAMPLES OF DUTIES:

1. Develops and maintains a long-range plan for the design and implementation of systems to support internal management activities and external reporting requirements.
2. Determines, with General Manager of Public Utilities, the in-house data processing capabilities required by the PUC and develops these personnel and equipment capabilities.
3. Pland, directs and establishes policy for all operations within the PUC Bureau of Management Information Systems, including systems analysis and development, programming, computer operations, data conversion, control procedures, content and maintenance of data libraries, and related data processing functions.
4. Directs the review and analysis of various PUC functions and related information requirements in order to identify those operations and activities which are suitable for the effective application of integrated electronic data processing or other appropriate systems. Directs the analyses of existing systems, methods and procedures governing operations to evaluate their economic feasibility and operational practicability.
5. Directs the design and implementation of automated systems based on the long-range systems plan schedule.
6. Develops staffing plans for the PUC Bureau of Management Information Systems; administers and supervises selection, training, assignment and administration of assigned personnel.
7. In close cooperation with other PUC management, establishes system priorities and schedules target project completion dates. On a continuing basis, monitors project progress and prepares written progress reports.
8. Directs the operation of computer operations to provide cost effective computer processing capability considering schedules and on-line response times performance requirements as well as overall computer utilization.
9. Maintains communication with all department heads to ensure that the data processing needs of the PUC are promptly addressed.
10. Keeps abreast of new data processing equipment and techniques and evaluates their use at the PUC to provide computer system processing and information on a cost-effective basis.

CLASS TITLE: MANAGER, BUREAU OF MANAGEMENT INFORMATION SYSTEMS, PUC CODE: 1885

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree in computer science, mathematics, business administration, public administration or a closely related field.

Requires ten years of progressively responsible experience in automated data processing, including at least fours years of management level experience which involved direction of a self-contained automated data processing system; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of modern data processing theory, practical application of methods and techniques, particularly as they apply to information systems of large public service enterprises; the organization and operational activities of the Public Utilities Commission and its departments; the legal provisions and other regulations under which the Public Utilities Commission functions; the organization of automated data processing units.

Requires above average ability to direct the analysis and review of operational activities with a view toward implementation of automated data processing methods; to evaluate and make recommendations to utilities operating staff in this regard; deal effectively with operating staff and representatives of private and public agencies.

Requires a high degree of skill in analyzing organizational, administrative, and procedural problems and the ability to explain the application of electronic data processing equipment and techniques to the resolution of such problems.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

ADOPTED: 7-2-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, BUREAU OF PERFORMANCE MONITORING, PUC CODE: 1856

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the Public Utilities Commission and/or the administrative approval of the General Manager of Public Utilities, acts in a planning and performance evaluation role for the General Manager; serves as performance monitoring and evaluation director for the Public Utilities Commission; provides guidance to and assists operating department managers and bureau chiefs in planning and defining information needs, monitoring and control techniques and evaluation methods; and performs related duties as required.

DISTINGUISHING FEATURES:

Collecting and evaluating financial and operating information as it relates to the performance of PUC departments and bureaus; identifying new information requirements and control techniques; monitoring implementation of new information systems; working with operating department managers to provide more effective support from other City and/or PUC bureaus and providing overall evaluation and monitoring support to the General Manager for PUC operations; directing the preparation and evaluation of a wide variety of reports relating to PUC operations.

EXAMPLES OF DUTIES:

1. Reviews and evaluates financial, operating and other data from City and PUC information systems.
2. Evaluates and monitors key factor information of both a financial and non-financial nature as it relates to PUC departmental operations and performance.
3. Works with and assists PUC operating departments and bureau chiefs in defining effective management techniques, identifying improved information requirements, and specifying management tools and procedures.
4. Works with the Bureau of Management Information Systems to define and implement new reports and systems.
5. Provides assistance to the General Manager in monitoring PUC departments/bureaus, evaluating both organizational and program effectiveness.
6. Directs the internal auditing of all departments and bureaus under the jurisdiction of the PUC; directs the audits of miscellaneous officers and employees of the PUC charged with the custody, collection, and disbursement of funds.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from a four-year college or university with a baccalaureate degree with major course work in public or business administration, accounting, finance, economics or a closely related field.

Requires eight years of progressively responsible experience in a staff position involving the review, analysis and recommendation on operational activities, methods and procedures, administrative organization or closely related management analysis, preferably in a large and complex public or private organization.

Knowledge, Abilities and Skills: Requires considerable knowledge of the principles, techniques and practices of management auditing, municipal accounting and budget preparation; modern principles of administrative analysis, personnel administration and financial administration; statues, laws and regulations governing the operations of the Public Utilities Commission; a working knowledge of electronic data processing equipment and its application.

CLASS TITLE: MANAGER, BUREAU OF PERFORMANCE MONITORING, PUC CODE: 1856

MINIMUM QUALIFICATIONS: (continued)

Requires ability to plan, lay out, supervise, review and coordinate the work of professional staff engaged in a variety of on-going administrative research, budgetary and management audit studies and projects; make logical analytical studies, involving complex budget and administrative operations and procedures; evaluate data concerning a wide variety of administrative matters; organize and coordinate analyses designed to obtain effective solutions to problems concerning budget activities; personnel utilization, departmental organization and procedures modification; deal tactfully and effectively with city officials, members of legislative bodies, board and commissions, departmental representatives, employees, and representatives of outside interests and groups; prepare and present oral and written reports with recommendations in a concise, logical and convincing manner.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

ADOPTED: 7-2-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, BUREAU OF CLAIMS AND CONTRACTS, PUC CODE: 1887

CHARACTERISTICS OF THE CLASS:

Position reports directly to the General Manager, Public Utilities Commission, and is responsible for budget planning, program development, and operational supervision of four separate management units: the PUC Claims Department, covering Muni, Water, and Hetch Hetchy; the PUC Contract Compliance Unit; the Real Estate Division of the Water Department; and the PUC Industrial Injury Investigation Unit. In addition, is responsible on behalf of the General Manager, for substantive review and approval of all PUC contracts, participation in contract selection committee, and analysis and resolution of contractual problems involving the PUC.

DISTINGUISHING FEATURES: This is a one position class with major responsibility for planning, developing and executing policies and administrative procedures related to contracts, leases, claims, risk analysis and real estate management. The position reports directly to the General Manager, PUC and has full management and administrative responsibility for a major bureau providing services for the PUC line departments.

EXAMPLES OF DUTIES:

1. Develops, coordinates and implements policies relating to the investigation and settlement of personal injury and property damage claims involving vehicles, equipment and facilities; plans and administers a multi-million dollar claims budget; achieves financial savings through improved cost effectiveness of operations and review of proposed large settlements in payment of claims; supervises the preparation of monthly, quarterly and annual reports of complex financial and technical claims records; works with department representatives to reduce claims liability through accident prevention and safety measures.
2. Develops, coordinates and oversees implementation of policies to meet affirmative action goals in minority and women business enterprise; plans and reviews budget and program.
3. Directs the management of Water Department properties; plans for long-term and cost effective use of such properties; develops and reviews lease and permit documents; negotiates and resolves difficult or complex problems with lessees and tenants.
4. Reviews and signs contracts for the general manager; participates on behalf of general manager in contract selection committees; analyzes and resolves contractual problems involving the PUC.
5. Represents the PUC before the Board of Supervisors and committees for the purpose of securing contracts, settling claims or litigation and securing budget changes.
6. Supervises subordinate managers; plans, reviews and evaluates the performance of sub-units in meeting overall goals and adhering to budget.

CLASS TITLE: MANAGER, BUREAU OF CLAIMS AND CONTRACTS, PUC

CODE: 1887

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with major course work in law, business, and/or public administration. Requires at least eight years of progressively responsible experience in budget, program, and personnel management, including the administration and review of contracts, leases, and/or claims for personal injury and property damage; at least three years of which were in a responsible supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities, and Skills: Requires comprehensive knowledge of: principles, practices and techniques of modern management; the principles of effective public relations, development and use of management information and budget preparation and fiscal management; legal terminology and principles as applied to contracts, leases, torts, liability claims and real estate.

Requires considerable ability to organize, plan, direct and coordinate the administrative and programmatic functions of a number of units with various public utilities responsibilities; analyze problems involving management and/or substantive program areas and prepare sound recommendations on methods for the resolution of such problems; evaluate the effectiveness of professional and clerical staff and work to improve staff productivity. Requires exceptional ability to analyze, prepare and review complex legal documents, contracts and leases; to speak and write effectively; to deal effectively and tactfully with city officials, other county and state officials, and outside organizations.

NOTE: This position is exempt from examination under the provisions of Charter Section 3.593.

ADOPTED: 10-1-84

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: RESOURCE EFFICIENCY AND ENERGY CONSERVATION MANAGER

JOB CODE: 1888
Business Unit: COMMN

Definition:
Under general direction, the Resource Efficiency and Energy Conservation Manager develops and implements citywide policies relating to attainment of environmental goals, including resources and energy efficiency, by both the public and private sectors. The essential functions of this class include: developing and implementing a broad range of resource and energy efficiency plans and programs to reduce fossil fuel consumption by vehicles and power plants and for conservation and efficient utilization of water and energy resources; representing the City in a wide variety of trade industry forums at which fossil fuel reduction, resource and energy efficiency, renewable resources, greenhouse gases, climate change and long term sustainability are presented and discussed; seeking grants and other sources of external funds to support or subsidize these programs; serving as the principal liaison with other City departments; and supervising staff.

Distinguishing Features: The Resource Efficiency and Energy Conservation Manager position is a single-position class.

Supervision Exercised: Supervise staff, which may include professional, technical and clerical staff.

Examples of Important and Essential Duties: According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Develop and implement a broad range of resource and energy efficiency plans and programs to reduce fossil fuel consumption by vehicles and power plants and for conservation and efficient utilization of water and energy resources

2. Represent the City in a wide variety of trade industry forums at which fossil fuel reduction, resource and energy efficiency, renewable resources, greenhouse gases, climate change and long term sustainability are presented and discussed.

3. Seek grants and other sources of funds to support or subsidize energy and resource conservation programs by contacting agencies and writing reports and/or proposals.

4. Develop budget for sustainable energy programming.

5. Research and analyze information on conservation programs.

6. Serve as the principal liaison with other City departments.

7. Supervise staff professional, technical or clerical staff assigned.

JOB CODE TITLE: RESOURCE EFFICIENCY AND ENERGY CONSERVATION MANAGER

JOB CODE: 1888
Business Unit: COMMN

Job Related and Essential Qualifications:
Knowledge of: resource efficiency and energy conservation methods, procedures, laws and regulations.

Ability to: analyze and interpret methods, procedures, principles, and regulations in the areas of energy conservation and resources efficiency; use system applications in a network environment; gather and analyze information; understand and apply human relations principles; supervise staff; and speak and write in a clear, concise and efficient manner.

Experience and Training Guidelines:
Training: Possession of a baccalaureate degree from an accredited college or university with major coursework in public policy and administration, natural resources, urban planning, political science, environmental studies, economics, business administration, environmental or energy law, engineering, architecture or closely related field; **AND**

Experience: Three (3) years of verifiable experience in one of more of the following areas: environmental regulation, analysis and planning, energy policy and planning; sustainability planning; water and power resource conservation and efficiency; renewable resource development; climate protection programs; public policy development or relevant experience in energy efficiency policy, analysis and/or planning.

Effective Date: November 2, 1987

Amended and Retitled: **10/6/00**

Reason for Amendment: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MANAGER, DATA PROCESSING, SAN FRANCISCO UNIFIED SCHOOL DISTRICT CODE: 1890

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval by the Associate Superintendent for Budget and Planning, San Francisco Unified School District, plans, organizes and directs all operations of the Electronic Data Processing Section of the District through managing subordinates and/or by direct supervision; and performs related duties as required.

Requires major responsibility for: Managing the feasibility, design and implementation of a wide variety of School-District-oriented systems utilizing computers and related data processing services; establishing and maintaining liaison with departmental educators and administrators for the purpose of setting policy governing the use of computerized systems; continuing review of computerized support of educational institutions in order to ensure the most up-to-date and effective data processing applications in the San Francisco Unified School District.

EXAMPLES OF DUTIES:

1. Plans, directs and establishes policy for all operations within or directly related to the San Francisco Unified School District Data Processing Section, including: Systems analysis and development, programming, computer operations, data conversion, control procedures, content and maintenance of data libraries, and related data processing functions.

2. On a continuing basis, directs and participates in the review and analysis of prevailing methods, procedures, and programs (systems) in effect throughout the San Francisco Unified School District with a view to converting them to computerization wherever economically feasible and operationally practical; provides advice and assistance to users in the District on matters relating to systems design or revision.

3. In close cooperation with San Francisco Unified School District administrators, establishes priorities and schedules work completion dates; coordinates internal departmental planning with operational requirements of supported agencies.

4. Projects computer requirements for on-going and proposed electronic data processing systems and prepares detailed budgetary recommendations for the support of personnel, equipment, services and supplies; approves expenditures from the section's budgeted funds.

5. Develops staffing plans for the San Francisco Unified School District Data Procession Section; supervises selection, training, assignment and administration of assigned personnel.

6. Prepares reports for written or oral presentation as required; attends meetings and seminars concerning up-to-date developments in the electronic processing of education-oriented data.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a Master's Degree in computer science, school administration, education or a closely related discipline.

Requires ten years of progressively responsible experience in a medium-to-large computer complex, including at least five years of systems analysis and programming experience, four of which must have been at the supervisory level requiring a demonstrable ability to define, develop and implement systems of relatively complex design.

Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: Systems

CLASS TITLE: MANAGER, DATA PROCESSING, SAN FRANCISCO UNIFIED SCHOOL DISTRICT CODE: 1890

MINIMUM QUALIFICATIONS: (contd)

interviewing techniques; the techniques of statistical analysis; flow charting; programming systems to include all current computer languages; the principles and techniques of computer operation; manufacturers' programming aids; utilization of sequential and random access storage devices; teleprocessing equipment capabilities and limitations; records layout; procedures for insuring security of stored data.

Requires considerable ability to: Plan, assign, direct and review the work of experienced systems analysts and programmers assigned to varied and difficult problems; evaluate a wide variety of education-oriented systems and identify and approve the most effective programming techniques; recognize and adapt to new and more efficient techniques, equipment and software; work effectively and harmoniously with other employees in the School District and with related City and County departments.

Requires a special ability to communicate with the Superintendent of the School District, members of the Board of Education, school administrators and educators at all levels in the presentation of imaginative problem solving using electronic data processing as the primary vehicle for more efficient operation.

Adopted: 12/2/74

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT BUDGET DIRECTOR AND ANALYST CODE: 1892

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, assists in the general administration of the Board of Supervisors Budget Bureau; supervises and participates in the analysis and review of fiscal and management operations of city and county departments as they relate to the formulation of the annual budget and related legislation; supervises and participates in analysis of revenue sources and estimates, management audits, budgetary, organizational, operational studies and services provided by the Budget Bureau; assumes responsibility for the Budget Bureau in the absence of the Budget Director and Analyst and performs related duties as required.

Requires major responsibility for: Coordinating, interpreting and implementing the application of budgetary, auditing and other fiscal policies and procedures affecting all city and county departments; making continuing important contacts with department heads, administrative officials, legislative bodies and outside groups and organizations in connection with the development of the annual budget and related legislation, directing and participating in the preparation of detailed, complex and comprehensive financial accounting and related records and reports together with pertinent recommendations.

EXAMPLES OF DUTIES:

1. Acts as the Assistant to the Budget Director and Analyst in supervising all staff activities of the Budget Bureau.
2. Analyzes workloads and review programming with subordinate personnel to determine the most practical and efficient manner of performing the work of the Bureau; analyzes applicable laws, regulations, office methods, rulings and procedures as they pertain to the work of the Bureau.
3. Supervises or personally conducts analytical studies of management, budgetary, organizational and administrative problems including correction of factual data from personnel and administrative departments and analysis of their records as basis for formulation of recommendations for improvement of departmental management and general program planning, work scheduling, manpower deployment and accounting and cost control; may as directed by the Budget Director and Analyst, approve budget and supplemental requests and other fiscal documents.
4. Represents the Budget Director and Analyst at meetings with the Board of Supervisors, administrative officials, legislative bodies, boards and commission outside governmental agencies and the general public in furnishing and exchanging information, explaining policies, procedures and regulations on complex budgetary or fiscal matters.
5. Assists with the review and implementation of budgetary controls, preparation of budgetary statements, conduct of management and budget audits, studies, analysis of reports; assists in the preparation of the annual budget.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in public or business administration, accounting,economics, finance, or related field. CPA certificate, MBA or MPA is desirable.

Requires at least five years of progressively responsible experience in a position involving budgetary analysis and control, financial auditing, systems and procedures analysis, management analysis or an equivalent combination of training and experience, including three years of responsible supervisory experience.

CLASS TITLE: ASSISTANT BUDGET DIRECTOR AND ANALYST CODE: 1892

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Modern accounting, auditing, funding, budgetary, management auditing and related methods and procedures particularly as they apply to the City and County; laws and ordinances and regulations governing the financial and budgetary operations of the City and County of San Francisco; modern management techniques and methods.

Requires unusual ability to: Plan, direct and review the work of a professional budget and auditing staff; analyze and evaluate complex budget and fiscal records and reports and make sound conclusions therefrom; deal effectively and courteously courteously with members of legislative bodies, boards and commissions, departmental personnel, the general public and outside governmental agencies in connection with the fiscal operations of the City and County of San Francisco.

PROMOTIVE LINES:

To: To be determined

From: 1828 Senior Associate Budget Analyst
1826 Associate Budget Analyst

NEW CLASS

ADOPTED: 9/7/76

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT GENERAL MANAGER, ADMINISTRATION, BUREAU OF ADMINISTRATION, PUC CODE: 1895

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the Public Utilities Commission and/or the administrative approval of the General Manager of the Public Utilities Commission; directs all personnel, training, claims, safety, security, public information and community and inter-agency liaison activities for the Public Utilities Commission; and performs related duties as required.

Requires major responsibility for originating and executing administrative policies and procedures affecting all departments and bureaus of the Public Utilities Commission; making regular important contacts with government officials, legislative bodies, and outside groups and organizations; handling difficult employee relations negotiations for the Public Utilities Commission; directing the preparation and approving a wide variety of reports relating to the Public Utilities Commission; managing a large group of individuals performing diverse jobs.

EXAMPLES OF DUTIES:

1. Directs the administrative functions and activities of all departments and bureaus of the Public Utilities Commission, including the Municipal Railway, Water Department, Hetch Hetchy Water and Power system, the Bureau of Light, Heat and Power, and the general office bureaus.
2. Directs all personnel activities except payroll in all departments and bureaus of the Public Utilities Commission, including recruiting, hiring, assignment, classification of personnel, and other personnel duties as may be assigned by the Civil Service Commission to the Public Utilities Commission; assists the General Manager in labor-management negotiations and provides the data necessary for such negotiations; directs preparation of all Civil Service forms and coordinates liaison with Civil Service Commission and staff.
3. Directs the planning, development, and revision of management, operational, and safety training for personnel in all departments and bureaus of the Public Utilities Commission; modifies and manages the personnel evaluation system for use within these departments and bureaus.
4. Directs the investigation and settlement of all personal injury and property damage claims involving the San Francisco Municipal Railway and Water Department; coordinates liaison with the City Attorney.
5. Directs safety activities, programs, and analyses, except for transit operational and equipment safety; directs the preparation of reports and recommendations; monitors compliance with all applicable local, state, and federal safety laws.
6. Directs the planning, supervision, and coordination of the security programs for San Francisco Municipal Railway; coordinates security activities with public and private law enforcement agencies; evaluates and makes recommendations regarding security matters.
7. Directs and coordinates the public information and community and inter-agency liaison programs for all departments and bureaus of the Public Utilities Commission; directs the development of programs to ensure community involvement in relevant Public Utilities Commission before local, regional, state and federal legislative bodies, commissions, and other agencies.
8. Plans and monitors affirmative action programs.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in law, business or public administration, including courses in accounting, personnel administration and statistics.

CLASS TITLE: ASSISTANT GENERAL MANAGER, ADMINISTRATION, BUREAU OF ADMINISTRATION, PUC CODE: 1895

MINIMUM QUALIFICATIONS: (CONT.)

Requires twelve years of progressively responsible administrative and management experience, including at least six years of responsible supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the principles, practices and techniques of modern management; the principles of public and personnel administration and of the functions and activities of the city government, especially as applied to the Public Utilities Commission; the principles of effective public relations, the administration of labor financial management programs, development and use of management information, and budget preparation and administration.

Requires considerable ability to: organize, plan, direct and coordinate the administrative phases of a number of utilities departments, analyze administrative problems and prepare sound recommendations on methods for the solution of such problems; evaluate the effectiveness of administrative personnel. Requires unusual ability to speak and write effectively and to deal tactfully with city officials, civic organizations and other outside groups.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

Adopted: 7-2-79

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, WELFARE AUDITS CODE: 1896

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, directs and supervises all program audit and investigative activities of the Department of Social Services; and performs related duties as required.

DISTINGUISHING FEATURES:

The incumbent in this single position class reports to the Assistant General Manager, Department of Social Services and is responsible for the direction of the Audit Division. This division is assigned programmatic and fiscal functions each of which is performed by one or more units. The Director, Welfare Audits position is distinguished by its responsibility for the detection, investigation and cessation of all types of welfare fraud, both internal and external, and by its evaluation/oversight role as they are related to activities of the department.

EXAMPLES OF DUTIES:

1. Directs, through subordinate supervisory personnel, the activities of the Special Administrative Services Section including special investigations, overpayments, claims and collections, appeals and fair hearings and home visits, the activities of the Office of Contract Compliance and the rate setting functions.
2. Trains and advises Special Administrative Services Section staff in investigative techniques and report preparation involving allegations of internal and external fraud and abuse.
3. Conducts or directs audit surveys of case management systems and state-wide Case Data System using computer applications to identify areas of weakness and makes recommendations to strengthen internal controls.
4. Consults with Deputy City Attorneys and departmental program heads to advise on fiscal aspects of contracts for the purchase of services under the In-Home Supportive Service and Food Stamp program mandates.
5. Directs and advises the staff of the Office of Contract Compliance in connection with audit and other compliance aspects of contract management.
6. Acts as audit liaison for the General Manager and meets with federal and state audit representatives to coordinate efforts affecting the department.
7. Coordinates collections and special investigations with the Office of District Attorney, Municipal and Superior Courts.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a baccalaureate degree in business or public administration or accounting plus a minimum of five years of experience in the performance of fiscal and program audit functions including fraud investigation and analysis of computer produced data (registration as a certified public accountant (CPA) is desirable); or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of audit procedures as they relate to the investigation of alleged welfare fraud and to a wide variety of compliance measures; the California Case Data System; and the application of data processing techniques to audit procedures.

CLASS TITLE: DIRECTOR, WELFARE AUDITS CODE: 1896

MINIMUM QUALIFICATIONS: (cont.)

Requires the ability to: plan and direct the work of employees performing diverse, but related functions; work closely with departmental personnel in an advisory capacity; and assist state and federal auditors in their reviews of departmental activities; prepare and review complete, accurate and logical reports.

Requires skill in: the analysis of complex reporting and audit documents, and the direction of investigations of alleged welfare fraud.

PROMOTIVE LINES: To be determined

NEW CLASS

ADOPTED: 3-17-80

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE DEPUTY FOR PROGRAM AND FISCAL ADMINISTRATION CODE: 1898

CHARACTERISTICS OF THE CLASS:

Subject to executive approval, coordinates and supervises program management, budgetary and fiscal activities of the Mayor's Office to insure that overall policy is communicated to all departments, boards and commissions, and executed in accordance with established goals; integrates policy decisions with a comprehensive fiscal analysis thereof; and performs related duties as required.

Requires major responsibility for: Coordinating, developing and executing fiscal and program policy, and procedures affecting a wide variety of department operations under the Mayor; maintaining continual high-level contacts with administrative officials, community representatives and groups, and all levels of public officials and private citizens often involving the handling of difficult and sensitive negotiations; achieving wide spread economies in the delivery of services of improvements through coordination of the review and analysis of budget, fiscal matters and program activities; overall review analysis and research of budgetary fiscal and program activities and reports.

EXAMPLES OF DUTIES:

1. Supervises through subordinate program management staff the development of new programs and the evaluation of present programs; the monitoring and delivery of governmental services; the transmission of executive policy suggestions to relevant agencies, commissions, and departments.
2. Supervises the preliminary performance audits of departments under the Mayor and reviews input from program management staff for executive fiscal decisions and accurate assessment of city operations.
3. Prepares responses to problems emerging in those departments responsible to the Mayor as well as direct communication with the general public.
4. Supervises and is responsible for the analysis of all legislative matters, local, state and federal, that requires the Mayor's immediate comment or action.
5. Serves as liaison between the Chief Administrative Officer, the Mayor and the General Manager of Public Utilities, to coordinate and implement programs where there is some degree of shared responsibility.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with major course work in business administration, accounting, finance, public administration, or a closely related field or equivalent professional training.

Requires at least eight years of progressively responsible administrative and supervisory experience in accounting, administration, budgetary and fiscal work or program management involving analysis of complex management problems and formulation of policy recommendations: or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: The principles and practices of accounting and governmental budgetary preparation and review; the budgetary fiscal problems and needs of the various city departments and the statutes, laws and regulations governing budgeting and administrative matters; the principles of public administration and personnel management.

CLASS TITLE: EXECUTIVE DEPUTY FOR PROGRAM AND FISCAL ADMINISTRATION CODE: 1898

MINIMUM QUALIFICATIONS: (cont'd)

Requires considerable ability to: Plan, organize and direct the activities of subordinate professional personnel involved in budgetary, fiscal and program management activities; exercises exceptional administrative ingenuity, independent analysis, adaptability and judgment on unusual and highly professional or management problems with difficult complicated choices of action; maintain continual high level contact of public officials and private citizens involving the handling of difficult and sensitive matters; speak and write effectively; formulate and present recommendations clearly and effectively to boards, commissions, legislative bodies, and the general public.

Requires unusual skill in applying the principles and practices of accounting, auditing, budgeting, and general administration to resolve complex fiscal and management problems.

PROMOTIVE LINES:

TO : No normal lines of promotion

FROM: Original entrance examination

ADOPTED: December 20, 1976

NEW CLASS